

CURRICULUM VITAE**Personal details: ROBERT DAILY****Address:** GRO**Email:** robert.daily@GRO**KNOWLEDGE**

Currently part of Post Office Investigations team I have the knowledge and skills required for the post, with detailed Knowledge of Corporate Security investigation policies and standards, Criminal Justice System for area of responsibility, PACE, RIPA, CPIA and the Data Protection Act. I am also coherent with Crime Risk management and Crime prevention Principles. I also possess an understanding of Royal Mail letters Collection, Processing and Delivery operations.

SKILLS**Investigations Manager _ Post Office****January 2005- To Date****Judgement & Decision****Analytical**

2007-2008 The Financial Investigators have recently issued a Financial Evaluation form. I recently completed and submitted one within timescale for a case I was involved in. I received a phone call the next day from a Financial Investigator congratulating me on the information I included. He further said it was the standard of information they were requiring. I intend to forward the completed form to my colleagues to assist them in the relevant information required to progress a Financial Investigation I recently received a call from member of Strathclyde Police's Scottish Crime Drug Enforcement Agency. They were looking to set up a process where people placed under witness protection could receive a Post Office Card Account. I contacted a Commercial & Contract Manager within Post Office Ltd and was given a contact for JP Morgan. I am currently liaising with JP Morgan and Strathclyde Police to arrange for contact to be made with each other.

Organisation

2007-2008 I continue to submit all cases within the appropriate timescales. Where further enquiries are required I have submitted interim reports. These again have been submitted within the appropriate timescales. As an extra measure I have in place a system where I calendarise all review dates for cases on my Lotus Notes Calendar. I place a reminder on the calendar and set the alarm to alert me a report requires submitting for a case. If a case is due for review when I am on annual leave, I set the alarm for the Friday or earlier prior to my leave. I am now in the process of making up a crib sheet as a reminder of what to do and the appropriate timescales when a case is received. Prior to a planned job I complete submit a PORA form. For a recent enquiry I completed and submitted four PORA forms. Two were for the Subpostmistress and Assistant on the day of the planned audit. A third one was completed prior to the interview with the assistant at a later date. The fourth one was completed prior to visiting the Subpostmistress to take a statement.

Leadership

2007-2008 I recently had an audit arranged for an office, when I received a phone call from my Line Manager the day prior to it. A higher priority situation had arisen where £178050.00 of cheques had been reported as remitted from a Sub Post Office Branch had not been received. All arrangements were changed so the enquiry could be carried out at this branch. I liaised with my colleague and we ensured all relevant information was obtained from the Management system to assist with the enquiry. I completed and submitted a Post Office Risk Assessment form and ensured the Stakeholder Notification was completed and forwarded to the relevant Contracts and Services Manager. I also liaised with the auditors and Business Development Manager to arrange the time to meet the next day for the audit. I took ownership of a case from a colleague where it was alleged an ex Subpostmaster had evacuated a branch, gained entry to the Post Office area and transacted personal bills without payment. The suspect had been written to on several occasions inviting him to interview. As these were ignored it was decided to contact the local police and arrange to have him arrested under PACE. Along with a colleague I

attended the suspect's home where he was arrested and transferred to the Police Station. Prior to the interview I met with the duty Solicitor for disclosure of evidence. I then interviewed the suspect and arranged for him to be bailed and to attend at an agreed date for further enquiries to be carried out. On the agreed date I attended the Police Station where I informed the suspect he was being released from bail.

EDUCATIONAL ACHIEVEMENTS

Higher English (Gained at night School) Biology O Grade Arithmetic O Grade
English O Grade Geography O Grade

ADDITIONAL RELEVANT QUALIFICATIONS

NVQ Customer Services 3.

City and Guilds for Recruitment and Interview Techniques Psychrometric Testing
WTL Supports Workshop Customer Care Presentation Skills
Telephone Skills Management Skills

Competent in using Microsoft Word, Excel and Powerpoint. I also hold a full, clean Driving Licence.

• SKILLS MATRIX

- What specific skills do you have?

- *(Please select by double clicking in the box the ones that you use most frequently):*

- | | | | |
|--|---------------------------------------|-------------------------|---------------------------------------|
| • Customer Enquiry handling | • ☒ | • Infinium | • ☒ |
| • Problem solving | • ☒ | • EDIS | • ☐ |
| • Teamworking | • ☒ | • Lotus Notes | • ☒ |
| • Planning/organising | • ☒ | • Microsoft Access | • ☐ |
| • Process improvement | • ☒ | • Microsoft Excel | • ☒ |
| • Working with suppliers | • ☒ | • Microsoft Project | • ☒ |
| • Broad knowledge base across a range of HR products | • ☒ | • Microsoft Word | • ☒ |
| • Specialist knowledge base: | • ☐ | • Microsoft Flowcharter | • ☐ |
| • Recruitment | • ☒ | • SIRIUS | • ☐ |
| • Learning | • ☒ | • SAP HR | • ☐ |
| • Advice & Guidance/Employee Relations | • ☐ | | |
| • People Change | • ☐ | | |
| • Other (please specify below): | • ☐ | | |