

POST OFFICE JOB DESCRIPTION

Job Title	<i>Case Investigation & Review Analyst (Tier 3)</i>
Grade:	<i>2a</i>
Post Reports to:	<i>Network Resolution Ops Manager</i>
Division:	<i>Service and Support Optimisation</i>
Business Unit:	<i>COO</i>
Budget Accountability:	<i>None</i>
Number of Direct / Indirect Reports:	<i>None</i>
Location:	<i>Chesterfield – Hybrid working (Home & Office)</i>
Fit & Proper Requirements	<i>None</i>
Unique Position Number:	<i>Per SF org structure (added after evaluation)</i>

Purpose of the role

The primary accountability of this role is to complete timely analysis and investigations into complex branch discrepancies and supporting the Tier 2 investigations team in their decision-making process. The complex discrepancies are escalated through a number of routes, primarily via escalation from the Tier 2 Investigations Team but also other internal and external areas. Investigations need to be dealt with expeditiously, fairly and in good faith. The cases will often be highly sensitive and complex.

This is a specialist role that requires a high level of understanding of Post Office Operations to include extensive knowledge of Horizon and branch office accounting transactions and procedures, in order to complete detailed and often complex investigations surrounding unexplained branch discrepancies. Working with all Senior Stakeholders, including Senior Management, Legal and the Head of Contracts and Deployment.

Where does this role fit in within Post Office?

The role sits within the Network Support and Resolution team reporting directly into the Network Resolution Operations Manager.

Principal accountabilities

- Gather and provide detailed evidence to support the Contract Advisors through detailed investigations
- Analyse and interpret all Post Office system data, to include Horice and ARQ data
- Complete credible, comprehensive, and timely investigations to support Postmasters through complex discrepancy investigations
- Complete a detailed factual investigation on findings and be able to professionally present any outcomes to their Line Manager and all stakeholders as required
- Ensure stakeholders are updated of progress and provide information as required

- Maintain case load tracker for visibility of all cases and keep appropriate records of all analysis and investigations
- Understand the issues of the cases, driving down the detail to ensure a conclusion is reached and root cause identified and escalated wherever possible
- Working collaboratively with required individuals and departments within POL to gather and understand associated evidence
- Engage with and respond to requests for information from internal and external Legal personnel
- Ensure the Network Resolution Ops Manager is apprised of any potential escalation cases at the first available opportunity
- Strive to find better ways of doing things – simply, effectively, and digitally where possible – with the customer at the heart of everything done
- Work collaboratively as part of the Network Support and Resolution Team, the Contracts Team and wider business ensuring best practice is shared and continuous improvement is embedded

Knowledge, experience and skills

- Good understanding of Post Office data sources and an ability to analyse and interpret that data effectively
- An extensive detailed knowledge of all Post Office transactional and accounting practice
- In-depth knowledge of Post Office procedures and processes
- Good knowledge of audit and training procedures
- Excellent knowledge of Horizon, interpretation of branch logs
- Post Office policies, contracts, systems and operating procedures
- Awareness of both the wider social and commercial environment in which Post Office Ltd operates
- Good understanding of relevant business stakeholders
- Understanding of outputs from GLO
- Strong communication skills
- Strong Excel skills