

## Job Description

**Title:** Assessment Analyst  
**Reports to:** Senior Assessment Manager  
**Location:** Birmingham  
**Grade:** 9  
**Salary:** £29,400 per annum  
**Contract:** Fixed Term Contract until 31/03/2026

### Purpose

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As an Assessment Analyst, you will be welcomed into a dynamic and inclusive team working to critically analyse material gathered, preparing summaries and assessments and effectively communicating decisions and making recommendations as to the level of involvement the IOPC will have on cases referred by Appropriate Authorities.

The IOPC is on a journey to develop its culture, perspectives, and ethos to support the organisation's core outcomes, and this is your opportunity to enter into the varied world of the IOPC, allowing you to develop your mind set and approaches to contribute to improving the police complaints system in England and Wales.

As part of your role as an Assessment Analyst you will be required to make effective, evidence-based recommendations in response to complaint, conduct and death or serious injury referrals. You may also be required to make decisions on discontinuance applications, appeals, and make recommendations on complaint withdrawals made by Appropriate Authorities (law enforcement agencies), in accordance with legislation and communicate the final decisions through best practice customer service principles. This is achieved by critically analysing material gathered, effectively communicating decisions and, in the case of referrals, making recommendations as to the level of involvement the IOPC will have on cases referred by Appropriate Authorities.

# Organisational context



We work in the context of our agreed values which inform the way we do things at the IOPC. The Assessment Analyst will need to be committed to managing in the context of these values.



## Seeking truth

We feel privileged to be the custodians of the police complaints system. We value the trust of the public and police and commit to being just and fair in uncovering the truth. We recognise that a just outcome relies on being unbiased and transparent in getting to the truth of what happened.



## Being inclusive

We have an inclusive culture. We are fair and impartial in our treatment of all individuals. We work across boundaries, both internal and external, collaborating and building strong relationships.



## Empowering people

We believe everyone should be a leader and play a part in shaping the direction of the organisation. We provide a supportive and challenging environment where people can thrive and reach their potential. We trust our people to do the right things. We encourage calculated risk taking and evidence-based decision making. Where genuine mistakes are made, we will support people and identify opportunities for learning and improvement. We ensure that people can make complaints without experiencing unfair treatment.



## Being tenacious

Our work requires us to be bold, resilient and committed to making a difference to the public. We take our duties as public servants to heart and our dedication is reflected in our work. We meet the challenges with perseverance to attain individual and organisational goals.



## Making a difference

The value of our work is not defined solely by volume, but by the impact our work has on policing and public confidence. We define quality by how well our work meets the service user needs. We will focus our efforts on areas that will make a difference to our communities.

The IOPC is committed to **promoting equality and valuing diversity** in everything we do. Our vision is to be, and to be seen as, a leader in inclusive employment and services, demonstrating this ethos in everything that we do.

- As a silver standard Stonewall employer, we continue to commit ourselves to being a LGBTQ+ employer through the work of our Pride LGBTQ+ Staff Network, creating welcoming environments for lesbian, gay, bi and queer people.
- We are pleased to share we are a signatory of the Business in the Community Race at Work Charter. The Charter is composed of five **calls to action** for leaders and organisations across all sectors.
- Being a Disability Confident employer, the IOPC is dedicated to removing the barrier for disabled people to thrive in the workplace.
- Our Staff Networks are constantly working to make the IOPC the leaders of inclusive employment, from our Allyship Programme to **Operation Hotton**, to **Welsh Language Standards** and Know the Line Policy, we are constantly seeking new ways to create an environment for all to develop and thrive.



## Main duties and responsibilities

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The Assessment Function is organised into teams comprising of Senior Assessment Managers and Assessment Analysts. The team works as part of the wider assessments function, which includes administration support for the IOPC and the Customer Contact Centre, which provides advice and guidance to complainants, Appropriate Authorities and other stakeholders. It is often the first contact the public and other agencies have with the IOPC, therefore it is important to ensure those parties are provided an appropriate level of service.

Appropriate Authorities have a legal obligation to refer certain matters to the IOPC, regardless of if a complaint is made. Assessment Analysts review the information provided and make a recommendation to the Senior Assessment Manager with regards to the mode of investigation. This recommendation may also include proposing relevant lines of enquiry.

Assessment Analysts may also make decisions on discontinuance applications from Appropriate Authorities and make recommendations on withdrawal cases whereby the Appropriate Authority has been contacted by a complainant who no longer wants to proceed with their recorded complaint or the investigation.

When considering referrals, discontinuance applications, appeals and withdrawals, information may be received through correspondence, via telephone, e-mail, or through interviews with individuals who approach the organisation directly.

Assessment Analysts also provide practical advice and guidance to Appropriate Authorities. All team members will be required to exercise discretion in the course of carrying out these functions.

## Role specification

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### Essential

- Ensuring customer service principles are met when interacting with complainants, Appropriate Authorities and other interested parties when providing information or explaining decisions taken by the IOPC.
- Initiating and maintaining liaison relationships with Appropriate Authorities and providing information to assist them in meeting their statutory referral obligations.
- Processing referrals in writing and over the telephone from Appropriate Authorities.
- Analysing complaints/cases with relation to allegations of police conduct.
- Critically analysing evidence and information provided to the IOPC.
- Assessing whether the level of information provided by Appropriate Authorities is adequate.
- Obtaining further information from Appropriate Authorities and complainants as required.
- Producing high quality summaries and assessments containing analysis and reach evidence based conclusions.
- Ensuring that the IOPC's decisions are properly documented and effectively communicated as far as possible within the constraints of operational requirements.
- Assisting with the maintenance of information stored on relevant IOPC systems.
- Ensuring that relevant information / intelligence is captured (and considered) when working on specific cases, with a view to identifying patterns / areas of risk.
- Ensuring that each case is dealt with independently and in view of its unique nature.

## Experience

- Experience of working in an environment where a high level of oral and written communication is required.
- Experience of dealing with public/people.
- Evidence of well-developed critical thinking skills, a capacity to conduct enquiries, obtain information and to use sound judgement to reach conclusions.
- Computer literacy is essential.
- Successful candidates will be expected to undertake appropriate training and development.

## Reasonable adjustments

The IOPC is a diverse and inclusive workplace and we want to help you demonstrate your full potential whatever type of assessment is used. We are open to providing you with the tools you need to succeed, from extra time to formatting changes, to name a mere few. If you require any reasonable adjustments to our recruitment process, please email [humanresources@policeconduct.gov.uk](mailto:humanresources@policeconduct.gov.uk)

## Working conditions

Making the IOPC a great place to work is one of our key priorities. We are pleased to offer a unique hybrid working model based on business needs, balanced with the needs of our colleagues. Our business need framework guides our decisions about when it is best to work onsite (in our offices or other appropriate locations) to complete tasks most effectively or when to work remotely, offering colleagues flexibility to work where they feel most productive and supporting work-life balance. The model also encourages staff to feel welcome at the IOPC by ensuring we have opportunities to work face-to-face as teams.

## Preparation checklist

- Review the full job description
- Review the behaviours and the descriptors for each behaviour
- Review the Strengths dictionary
- Review the IOPC values
- Consider your Strengths (if applicable)

- Consider drafting example answers that cover the specific elements
- Prepare some questions to ask the interviewers