

Job description

Title: Investigations Learning and Development Consultant

Reports to: Investigations Learning and Development Manager

Location: Birmingham, Canary Wharf, Cardiff, Croydon, Sale, Wakefield

Grade: 12

Salary: £40,075 plus London Weighting £4,731 per annum if based in Canary Wharf or Croydon

Contract: FTC 02/09/2024 – 31/03/2025

Purpose

As an Investigations Learning and Development Consultant, you will be welcomed into a dynamic and inclusive people team who are committed to having an efficient and effective workforce. The Learning and Development Team (L&TD) is instrumental in realising and achieving that goal. The L&TD team is ambitious and innovative and strives to build a culture of learning and to empower people to drive their own development.

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 IOPC Learning & Talent Development, allowing you to develop your mindset and approaches to contribute to improving the police complaints system in England and Wales.

The Investigations Learning and Development Consultant (LDC) is responsible for facilitating, developing, and delivering all investigations Learning and Development opportunities. The role is responsible for guiding investigators through technical development programmes to ensure their knowledge and experience progresses in line with expectation. This includes design and delivery of core skills training, assessment and support through accreditation and addressing continuous professional development needs through formal and informal opportunities.

Reporting to the Investigations Learning and Development Manager, LDCs will work collaboratively with colleagues in the L&TD team and operational investigations

teams. The post holder will need to be comfortable with matrix working and should expect to work with colleagues across the organisation on a national and regional basis.

LDCs will use investigative knowledge, learning and development expertise, strong people skills, collaborative working, coaching, mentoring and reflective feedback to create a learning and improvement environment within investigations. They will always act as a role model by demonstrating IOPC values.

Organisational context



We work in the context of our agreed values which inform the way we do things at the IOPC. The Investigations Learning and Development Consultant 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

Engagement:

- Responsible for the promotion and compliance of corporate L&TD policies and practice.
- Arrange, plan, and facilitate regular one-to-one and group meetings with Investigations staff to provide high quality guided learning, formal training, and opportunities to share experiences.
- Develop strategies which create strong links between L&TD and the regional investigations team, improve staff engagement and promote collaboration.
- Act as the regional POC for all Investigative staff and attend regular meetings to improve and maintain engagement, to exchange information and to respond to thematic operational issues.
- Offer advice and guidance on learning opportunities to Investigations staff and regional management and work collaboratively to agree solutions to when required.
- Use feedback from the business to continuously improve and refine investigations learning products and strategies.

Learning and Development Delivery:

- Responsible for the design, coordination, and delivery of core skills training to Investigations staff within the region and nationally
- Lead the design, delivery, and coordination of CPD activities for investigators, including procurement of services by external providers and liaison with internal and external stakeholders.
- Manage the development of a group of Investigators through the IOPC accreditation qualification, ensuring timely and quality completion in line with organisational objectives and targets.
- Make sound judgements regarding the operational competence of Investigative staff through the assessment of accreditation portfolio work such as reviewing reflective logs, work-based evidence etc. and provide feedback on performance to assist development.
- Ensure there is efficient and cost-effective use of internal and external resources in the delivery of investigations L&TD work.
- Responsible for identification of development opportunities individually and regionally to improve skills of Investigative staff by way of conducting learning needs analysis
- Coordination and delivery of formal and informal learning opportunities to support the progress of Investigations staff in completing their accreditation.
- Attend and contribute to standardisation meetings to ensure high quality and consistency in accreditation assessment across regions.
- Contribute to the Internal Quality Assessment (IQA) process for accreditation to ensure adherence to the awarding bodies' guidance.
- Develop and lead a programme of development opportunities for the Trainee Investigator Programme within the region.
- Follow procurement and contracting guidance when working with external providers.

Teamwork & development:

- Embrace opportunities for personal and professional growth on the team by having regular development conversations, giving, and receiving constructive feedback.
- Contribute to matrix teams brought together to deliver defined projects and outcomes.
- Work closely with peer Investigations Learning & Development Consultants to ensure effective team working, collaboration and sharing of learning and good practice.
- Embrace self-management and autonomous working practices.
- Deputise for the Investigations L&D Manager in their absence.

Professional Expertise:

- Obtain and maintain a good understanding of the IOPC investigations skill profile and existing L&TD programmes, initiatives, and products.
- Maintain credibility and professional expertise through driving own continuous professional development, keeping abreast of industry advances, both in L&TD and investigations.
- Support the growth and development of specialist investigations skills e.g. (RTIs, digital investigations) by working closely with internal networks and groups, encouraging collaboration with internal experts in development and delivery of L&D.
- Disseminate your learning, share good practice and ideas for improvement with the team and wider organisation.
- Ensure all L&TD activities are underpinned by Equality (EIA) and Data Protection Impact Assessments (DPIA)
- Ensure L&TD products add value and demonstrate impact and return on investment through effective evaluation.

Person specification

Essential Experience

- Experience of leading investigations in a criminal or legislative environment, with a broad range of proven investigative skills, including obtaining, recording, and analysing evidence.
- Completion of the IOPC Lead Investigators accreditation programme (Units 1-4 BTEC Level 5 Pearson)
- Knowledge of the police complaints system and the statutory framework within which the IOPC operates.
- Experience of developing and delivering high quality Learning & Development activities to professional and experienced staff.
- Proven coaching / mentoring experience with an ability to influence and motivate learners.
- Confident communication and engagement skills at all levels and in varied contexts.
- Knowledge of work-based learning, assessing specific criteria, quality checking and providing constructive feedback.

- Experience of managing a high workload within a rapidly changing environment.
- Proven experience of working effectively in a team and matrix environment.
- Experience of effectively collaborating with internal and external stakeholders.
- Organised, self-motivated and capable of working autonomously • Evidence of effective written and verbal communication skills.
- Excellent analytical thinking and decision making, sound judgement and self-confidence.
- Proficiency in the use of IT, including Microsoft Office.

Desirable Experience

- Completion of the College of Policing Professionalising Investigations Programme (PIP2) qualification.
- Experience of Learning & Development in a professional context
- A recognised L&D and/or assessor qualification.
- A recognised training qualification.

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

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