

Job description

Title:	Casework Manager
Reports to:	Senior Casework Manager
Location:	Sale, Wakefield
Grade:	10
Salary:	£30,032
Contract:	FTC – Fixed Term Contract 18 Months

Purpose

As a Casework Manager, you will be welcomed into a dynamic and inclusive Operations Team. 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 Operations, allowing you to develop your mindset and approaches to contribute to improving the police complaints system in England and Wales.

Our Casework Managers assess, understand, evaluate and reach decisions on reviews regarding police investigations to serious complaints. In short, they evaluate the circumstances following complaints made by members of the public after interacting with the police; weighing the available evidence, considering the relevant legislation, reports and analysis to reach a conclusion, which can range from no fault, to learning recommendations for the force/officer training, or a recommendation that disciplinary proceedings should take place.

As a Casework Manager, you will be accountable for your decisions as they affect the lives of both members of the public and police officers; the decisions you reach have the potential to make a difference to the public's confidence in the police and policing in the UK.

The role of Casework Manager is equally challenging as it is rewarding. It is important to remain impartial and unbiased when performing the role, and ensure that our decisions are fair, balanced and supported by the legislation and available evidence. The decisions made by IOPC Casework Managers are final and can only be challenged in the courts. Therefore, the cases you complete must be of a high quality and supported by a sound rationale.

As a Casework Manager, you will be provided with in-depth bespoke and tailored training about a variety of subjects which will be relevant to your role. We invest significantly in our Casework Managers; closely supporting them to improve their knowledge and experience to effectively perform their role. The organisation has a variety of other departments, including Legal, Subject Matter Networks and an Oversight Team, who offer specialist support and guidance to Casework Manager's when they are reaching their decisions.

If you are looking for an unconventional 'desk based' role that offers you the opportunity to develop a strong and transferrable skill-set to build your career from be well-supported by the organisation, and have a tangible positive impact on policing and the public in the UK, please consider applying.

Please note that the IOPC has recently adopted a Hybrid approach to working. Whilst the role of Casework Manager can predominantly be completed from home, there will be a requirement to attend the one of our casework offices when business needs dictate (likely quite infrequent).

Security Level: Baseline Standard

Organisational context



We work in the context of our agreed values which inform the way we do things at the IOPC. The Casework Manager 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

This is a challenging, interesting position with a variety of work, which requires good judgement and an analytical, methodical mindset as well as the resilience to analyse the finer details of the circumstances of the complaint; which itself is often of a sensitive nature.

You will be expected to handle a wide variety of cases and subject matters, ranging from reviews following police complaint investigations, to reviewing Death and Serious Injury reports completed by the police, before communicating your assessment to a variety of interested parties and stakeholders, tailoring your communication to the audience appropriately. You may also be required to communicate your decision to other stakeholders, both internal and external.

CUSTOMER SERVICE & RELATIONSHIP MANAGEMENT

- Ensuring customer service principles are met when interacting with appellants, appropriate authorities and other interested parties and explaining the reasons for decisions taken by the organisation.
- Assess and make recommendations or decisions in accordance with the Scheme of Delegation on: investigation and local resolution appeals, withdrawals of complaints, challenges to the application of sub judice rules, supervised investigations, and death and serious injury local investigation reports.
- Conduct correspondence and communicate over the telephone, with members of the public and appropriate authorities.
- Ensure that each case is dealt with promptly, objectively, and in accordance with the relevant legislation.
- Critically analyse evidence and information provided to the organisation.
- Assess whether the level of information provided by Appropriate Authorities is adequate.
- Obtain further information as required to assist in analysis of the information.
- Exercise your considerable levels of discretion and autonomy in reaching clear decisions based on the evidence.
- Write clear concise reports containing analysis of the evidence, explain findings and conclusions, and recommend appropriate action.
- Make, or advise others to make, learning recommendations, recommendations for disciplinary action and directions to take disciplinary action.
- Prepare files for disclosure to the relevant parties when appropriate.
- Observe misconduct proceedings stemming from upheld appeals or investigations.
- Share learning acquired from your work with colleagues and stakeholders to improve the quality of decision making.
- Help the IOPC affect wider positive change by carrying out a range of activities such as training events and working with external stakeholders.

Person specification

Essential

- Relevant experience, of complaints handling or of dealing with a direct service to the public where contentious and difficult issues have to be dealt with sensitively.

Experience

- Evidence of well-developed critical thinking skills; able to gather and use information to carry out enquiries and form sound judgements.
- Evidence of strong oral and particularly written communication skills, backed-up with good computer literacy.
- Good general education with at least two A' Levels or equivalent.
- Proven ability to show initiative and contribute in a changing environment.
- Successful candidates will be expected to undertake appropriate training and development leading to an accredited qualification.

Selection process

Your CV will not be reviewed at application stage, this will be used at the written assessment and interview stage only. Your application for this role will purely be assessed against the answers you provide to the 3 questions. Other information provided at application stage, such as work history, will not be considered as part of the marking criteria. We ask that you ensure you provide sufficient details to demonstrate your suitability for the role within each response you provide to the 3 questions. If shortlisted to the next stage this will consist of a written assessment, and successful candidates will then be invited to interview.

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