

INFORMATION PACK FOR APPLICANTS

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1. ADVERTISEMENT

VACANCY	Review Officer – multiple posts
SALARY/GRADE	£30,652 - £35,110 – B2 STAFF WILL BE APPOINTED ON POINT 1 OF SCALE- £30,652
STATUS	FULL TIME
LOCATION	Hamilton

The Police Investigations and Review Commissioner is currently seeking to recruit Review Officers to join her team.

This is an exciting opportunity for enthusiastic, self-motivated individuals to work in a fast paced environment within a growing progressive organisation.

The PIRC was established in 2013 and is responsible for carrying out independent investigations into incidents involving the police and independent reviews of the way the police handle complaints from the public.

Our aim is to secure public confidence in policing in Scotland by supporting continuous improvement and promoting positive change.

The successful candidates will support the Commissioner, Head of Reviews and Policy, and Senior Review Officers, in conducting reviews of the way in which policing bodies in Scotland handle complaints by a member of the public, seeking further information from the policing body and complainer as required.

As a Review Officer you will be responsible for dealing with applications from members of the public who feel that their complaints have not been dealt with satisfactorily by the police. Reporting to a Senior Review Officer, you will have responsibility for preparing clear and concise complaint handling review (CHR) reports setting out the PIRC's views on the police's handling of complaints. You will be expected to deal efficiently with a significant and varied caseload and to adhere to strict timescales for the production of reports.

The successful candidate will have proven experience in one of the following areas:

- legal work;
- complex casework; or
- complaint handling

This experience would ideally have been gained while working in a similar regulatory function, however this is not essential. With an ability to communicate clearly and concisely, the successful candidate will have experience of collecting and analysing information, presenting evidence, reaching sound judgements and producing them in written form. The ability to self-manage workloads, meet demanding targets, and work efficiently and effectively in a team environment is also essential for the role.

The successful candidates should hold a minimum of 3 Highers or equivalent and be able to evidence their abilities to meet the essential requirements for the post. We are keen to hear from candidates with previous experience in Criminal Law or Criminal Procedure, as well as individuals with audit or policy background.

The PIRC offers excellent career prospects, competitive pension and benefits and operates flexible working arrangements.

The position is based in Hamilton. The successful candidate must undergo vetting and Security Clearance (SC) prior to appointment.

The PIRC is an equal opportunities employer and is committed to promoting a diverse workforce, with an emphasis on the PIRC values of integrity, impartiality and respect. We therefore encourage applications from all members of the community. We are committed to the Disability Confident Initiative and offer a guaranteed interview to any applicant who meets all of the selection criteria required for the post and considers themselves to be disabled.

Important Information Regarding Interviews

In recognition of the Scottish Government's ongoing measures and guidance in its response to Covid-19 (Coronavirus), we would like to advise applicants that a decision has been taken that all assessment and interviews must be conducted in a virtual/remote setting. In order to facilitate this new way of working, we are asking all applicants to ensure that they have a suitable space to complete the virtual assessment/interview as well as a personal device of choice with an account registered to the 'Zoom' app by which you can undertake the interview/assessment if selected. We are also asking you to ensure that your personal Wi-Fi/Broadband capacity will be sufficient to carry both audio and video feeds to undertake the interview. This will then ensure that there are no issues incurred during the interview.

For information on this post please contact Ruth McCallum at Ruth.McCallum@pirc.gov.scot

How to Apply

The candidate Information Pack /application form is available from:

<https://pirc.scot/about-us/work-with-us/vacancies/>

Email: jobs@pirc.gov.scot

The closing date for applications is **midnight on 21 September 2020**.

Shortlisting will take place thereafter and successful applicants will be allocated an interview date.

Applicants who have not been contacted by us **within 3 weeks** of the closing date should assume they have been unsuccessful on this occasion.

Only completed application forms will be considered

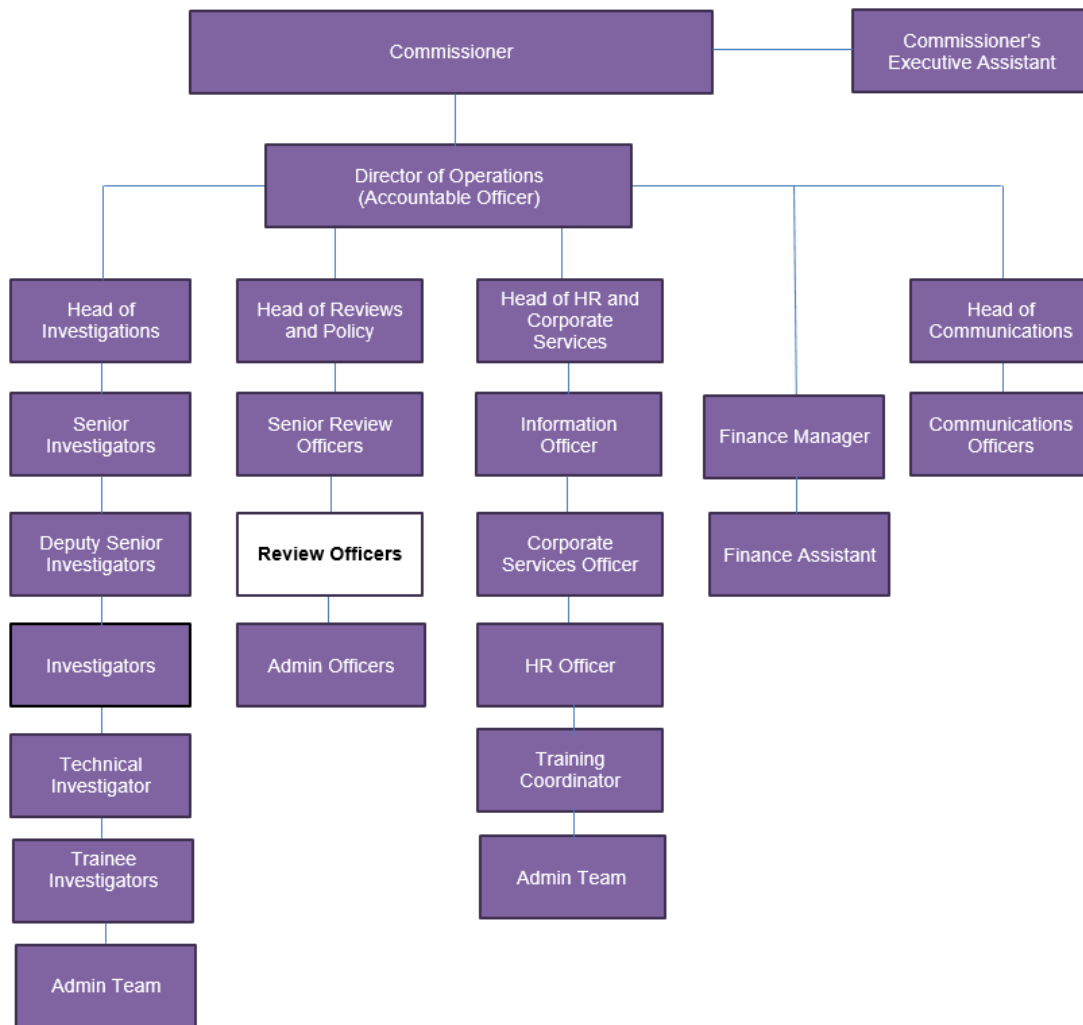
Please do not substitute your Curriculum Vitae for a completed form since this will not be considered.

2. BACKGROUND NOTE ON THE POLICE INVESTIGATIONS & REVIEW COMMISSIONER

The Police Public Order and Criminal Justice (Scotland) Act 2006, as amended by the Police and Fire Reform (Scotland) Act 2012, sets out the functions of the Police Investigations & Review Commissioner (PIRC). These are to review the manner in which policing bodies in Scotland deal with complaints and also to conduct investigations into particular kinds of incidents involving the police. The types of investigation which the PIRC may carry out are specified in the 2006 Act, as amended.

The PIRC is a Non-Departmental Public Body (NDPB) sponsored by the Scottish Government. The organisation is led by the Commissioner, Michelle Macleod, who is supported by the Director of Operations, and supported by a team of staff, based in Hamilton.

3. ORGANISATIONAL STRUCTURE



4. SPECIFIC DUTIES

The specific duties of a Review Officer are to:

- Conduct reviews of the way in which policing bodies in Scotland handle complaints by a member of the public, seeking further information from the policing body and complainer as required.
- Manage a significant and varied caseload, ensuring that complaint handling review (CHR) reports are produced in accordance with strict timescales.
- Ensure regular communication with complainers, policing bodies and other relevant agencies in relation to individual cases.
- Research and analyse relevant aspects of individual cases and keep abreast of developments in practice and policy in relation to complaint handling and wider aspects of policing.
- Prepare clear and concise complaint handling review (CHR) reports for consideration by senior staff and the Commissioner.
- Ensure factual accuracy in CHR reports and that decisions are sound, based on the evidence and capable of withstanding scrutiny.
- Participate in discussion of cases with senior staff and the Commissioner which may influence the final shape and outcome of reviews.
- Devise recommendations or reconsideration directions which may result in changes in practice and procedure in police complaints handling as well as operational policing in general.
- Assess whether the recommendations made in the CHR reports have been adequately implemented by the policing body concerned.
- Participate in broader policy issues arising from reviews, and perform such other duties relating to the PIRC's review function as required.
- Deal sensitively and effectively with those involved in the complaints process.

5. COMPETENCIES

- Ability to communicate fluently, clearly and concisely, both orally and in writing;
- Ability to work effectively in a team environment and interact with stakeholders;
- Ability to deal with complex, serious and sensitive issues;
- Ability to collect, analyse, assimilate information, present evidence and reach sound judgements;
- Ability to show initiative, balance priorities and deliver within time constraints and to high standards;
- Ability to deal with challenging individuals and difficult cases

6. PERSON SPECIFICATION

	Essential	Desirable
Qualifications		
• Minimum of 3 Highers or equivalent	✓	
• Educated to degree level		✓
• Legal background		✓
Experience		
• Experience in at least one of the following areas: <ul style="list-style-type: none"> ○ legal work ○ complex casework ○ complaint handling 	✓	
<ul style="list-style-type: none"> ○ Criminal Law / Procedures ○ audit work ○ policy work 		✓
Skills & Knowledge		
• Excellent analytical skills and the ability to focus on the key issues in cases	✓	
• Strong organisational skills and the ability to prioritise, self-manage and deliver within timescales	✓	
• Strong inter-personal skills and the ability to communicate clearly and effectively, both verbally and in writing	✓	
• Excellent research skills and the ability to source appropriate materials and supporting information	✓	
• IT literacy and competency in Microsoft Word, Excel and Outlook	✓	
• Knowledge of PIRC's statutory functions and powers		✓
• Ability to maintain confidentiality in relation to all PIRC business	✓	

7. INFORMATION ABOUT THE SELECTION PROCESS

(a) Application process

In addition to this information pack you should have:

- **An Application form**
- **Equal Opportunities Recruitment monitoring form**

Before competing and submitting your application form, you should give due consideration to the following:

Competency based evidence – are you familiar with what is being sought at the application stage and what will be sought at interview through the use of competency based questions and how you should evidence this?

Qualifications, Skills, Knowledge and Experience required – do you meet the skills, knowledge and experience requirements outlined in the Person Specification

Please ensure that you complete all sections of the job application form and return it by the date specified. We will be unable to consider your application if all sections are not fully completed. Completion of the Equal Opportunities recruitment monitoring form is voluntary and completed forms will be separated from the application form and not available to the selection panel members.

Your application is very important as it is the key document which will determine whether or not you will proceed through the first assessment stage to interview and ultimately to appointment. In your application form you must clearly provide the evidence required on how you meet the relevant published skills, knowledge and experience shown in the person specification. Please read the person specification in conjunction with the Job Description and background note.

Please do not substitute your Curriculum Vitae for a completed application form or attach your CV with your application as it will not be considered and your application may be rejected.

A good application should be structured to ensure that it flows in a clear and/or logical way. You should provide evidence and examples to ensure that it is clear to the selection panel the actions you took, the reasons for your actions, what happened, what you took into account and the outcome.

You should not assume that the evidence provided is obvious when it comes to meeting the competency/criterion, for instance by simply recounting job titles or job duties. You should try and avoid bland and hypothetical statements and where possible/appropriate use the first person – “I” not “We”.

You should also be aware that on occasion there may be several ways in which we ascertain evidence of the skills, knowledge or experience sought, so please ensure you provide evidence that shows how you meet all aspects of the role.

You can apply online or submit hardcopy. If your application is handwritten, please use **black ink** and ensure it is legible as your form will be photocopied/scanned and then read by the selection panel.

We would advise you to keep a copy of your initial application for reference.

(b) How to return your Application

Return applications to the HR Officer, Human Resources & Corporate Services, Police Investigations and Review Commissioner, Hamilton House, Hamilton Business Park, Caird Park, Hamilton, ML3 0QA or by email to: jobs@pirc.gov.uk

Closing date

The deadline for applications is **midnight on 21 September 2020**.

Late applications will not be considered.

(c) Selection panel

You will be notified of the members of the selection panel if invited to interview.

(d) Selection

Your completed application form will be assessed against the necessary skills, knowledge and experience required for the position. If you are successful at this initial selection stage you may be invited to take part in an interview and any assessment process.

Applicants who have not been contacted by us within 3 weeks of this closing date should assume they have been unsuccessful on this occasion.

(e) What will happen at the interview?

During the interview process the selection panel will ask your questions related to your career history and to the competencies required for the job. This will include the evidence you provided within your application form and from any written assessment, presentation or other appropriate exercise.

(f) What will happen following the interview?

All applicants invited to interview will be advised of the outcome of the appointments process in writing.