



CAYMAN ISLANDS GOVERNMENT

JOB DESCRIPTION

Job Title: SENIOR POLICE INVESTIGATOR

Job Holder: VACANT

Reports to (title): DEPUTY OMBUDSMAN - COMPLAINTS

Portfolio/Department: Office of the Ombudsman

1. JOB PURPOSE

To examine complaints from people who feel they have been unfairly treated by the Royal Cayman Islands Police Service. To conduct impartial, independent and thorough examination of allegations of poor police practice, objectively analyse the matters raised by the member of the public as well as the actions of the police, identify the salient issues and make recommendations.

2. DIMENSIONS

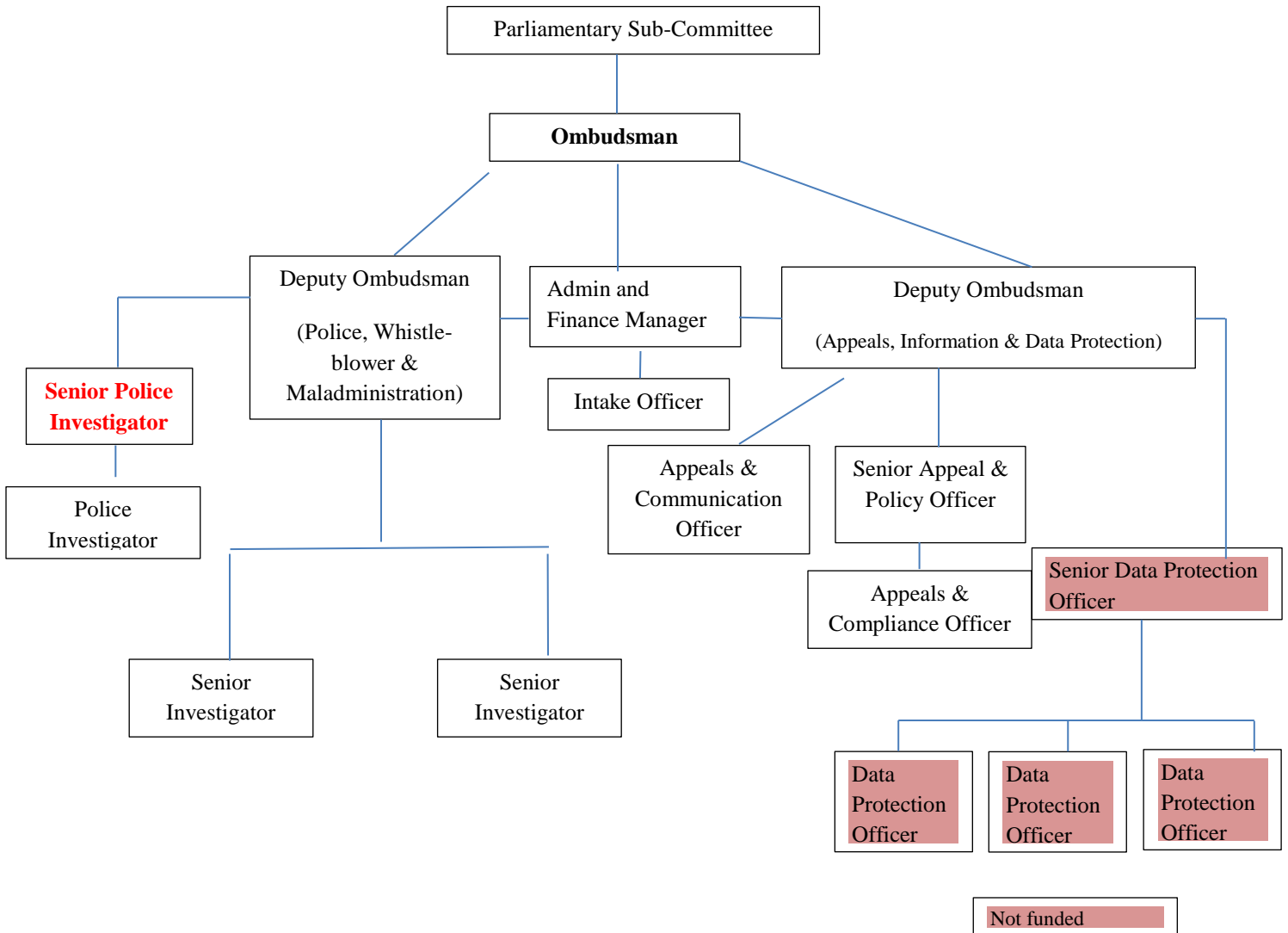
The Complaints Division of the Office of the Ombudsman has the jurisdiction to deal with complaints from the public against all public bodies including the police, the civil service and statutory authorities and government companies. Employees can also report wrongdoing against their employers under the Whistle-blower Protection Law 2016.

The Office of the Ombudsman has a staff complement currently of 11 staff members with staffing levels to increase upon the enactment of other relative laws and a combined annual budget as described in the Annual Budget Statement.

3 PRINCIPAL ACCOUNTABILITIES

1	Investigations	75%
	<p>The post holder will carry out appropriate research into the complaint from the public, conduct interviews, take statements, prepare case files, write reports, and recommend action. The investigations will often be carried out under public scrutiny and the post holder will be the main point of contact for complainants, bereaved families and other interested parties. The post holder will visit incident scenes to ensure all evidence is preserved and recovered. The post holder will conduct Investigations within agreed timeframe established by law and the policy and procedures manual. The Senior Investigator will draft and agree the terms of reference for investigations, and report to the Ombudsman on progress, highlighting potential risks and resourcing requirements</p>	
2	Serious Police Incidents	5%
	<p>Where serious harm or death occurs as a result of police action you will immediately take charge of the scene and preserve all relevant evidence.</p> <p>Liaise with the RCIPS and investigators from other jurisdictions that may be brought in by the Ombudsman to assist with investigations</p>	
3	Management	15%
	<p>The postholder will manage one investigator monitor his/her performance and develop a personal development programme. Oversee investigations carried out by the Investigator offer advice and guidance where necessary.</p>	
4	Other	5%
	<p>Provide briefing material and drafting speeches and public statements for the Deputy Ombudsman (Complaints) as requested</p>	
	<p>Representing the Office at public forums, making presentations to various organisations.</p>	

4. ORGANISATION CHART



5. BACKGROUND INFORMATION

The Office of the Ombudsman was established to create a single entity for the independent handling of complaints relating to Government Ministries/Portfolios/Departments/Statutory Authorities and Government Companies to ensure the confidence of the public is maintained and that the Government agencies are held accountable for their actions and decisions. In the future the Ombudsman Office will be responsible for the administration of the Data Protection Law 2017, the Whistleblowers Protection Law 2016 and the Police (Complaints by the Public) Law 2017.

Currently different types of complaints are handled by separate independent bodies, namely the Information Commissioner's Office and the Office of the Complaints Commissioner. The Police Law 2010 created a need to establish yet another agency to investigate complaints against the police..

This Office will bring together a synergy of the existing agencies under one umbrella and this new office will undertake the responsibilities of the Complaints Commissioner's Office, the Information Commissioners Office as well as the function of Public Police Complaints which is yet to be established.

6. KNOWLEDGE, EXPERIENCE AND SKILLS

Knowledge:

The post holder **must** possess a university degree or a similar tertiary qualification or equivalent

Experience

The post holder **must** be seasoned individual who has at least **10 years'** extensive investigational experience, of which at least **five years** should be in the policing, oversight of law enforcement, or other investigational experience in a legislative, regulatory, or administrative field. It is essential that applicants have a sound knowledge and recent experience of criminal investigation techniques and practices.

The post holder **must** also possess no less than 5 years' experience at a senior management level preferably in the police service.

A proven track record of successful management in a similar role is highly desirable.

Has a reputation for integrity, confidentiality and can act ethically and with composure at all times and in all situations; remaining politically neutral while carrying out the responsibilities of the role.

Skills

The postholder **must** have:-

- Excellent writing skills as reports and judgements are an essential element of this role.
- Be a confident and personable communicator, with the ability to stay calm and focused under pressure.
- Skills that include active listening and communicating successfully with a diverse range of people, remaining non-judgemental with complete impartiality,.
- Be neutral, objective and fair.
- Problem solving and analytical ability and conflict resolution skills are a must.

Competencies

- **Integrity** refers to actions that are consistent with what one says are important. People with integrity “walk the talk” by communicating intentions, ideas and feelings openly and directly, and welcoming openness and honesty even in difficult negotiations.
- **Analytical Thinking** is the ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues. It implies the ability to systematically organize and compare the various aspects of a problem or situation, and determine cause-and-effect relationships to resolve problems in a sound, decisive manner.
- **Problem Solving and Judgement** is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.
- **Listening, Understanding and Responding** is the desire and ability to understand and respond effectively to other people from diverse backgrounds. It includes the ability to understand accurately and respond effectively to spoken and unspoken or partly expressed thoughts, feelings and concerns of others. People who demonstrate high levels of this competency show a deep and complex understanding of others, including cross-cultural sensitivity.
- **Teamwork** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals.

- **Impact/Influence** is the ability to influence, persuade, or convince others to adopt a specific course of action. It involves the use of persuasive techniques, presentations or negotiation skills to achieve desired results.

7. ASSIGNMENT AND PLANNING OF WORK

The Senior Investigator is responsible to the Deputy Ombudsman (Complaints) to plan own workload within timescales determined by the Deputy Ombudsman (Complaints). The work of the Senior Investigator is determined primarily by the demands of those persons who make complaints against the police.

8. SUPERVISION OF OTHERS

The post holder is responsible for directly supervising one investigator.

9. OTHER WORKING RELATIONSHIPS

Establishing positive relationships and working effectively with senior management, colleagues, customers and public bodies and international agencies to establish and maintain their confidence and respect. It is critical that the post holder develops positive working relationships with RCIPS.

10. DECISION MAKING AUTHORITY AND CONTROLS

The Senior Investigator will decide on operational matters as they pertain to investigations within the policy guidelines established by the Office of the Ombudsman. The post holder will be responsible for management decisions relating to the one member of staff he supervises. The post holder may make recommendations to redress for those individuals he finds have been unfairly treated and adversely affected. He can also identify poor practice by public bodies that are creating difficulties for many citizens and make recommendations for change in policy, processes and procedures

11. PROBLEM / KEY FEATURES

Handling of public complaints against the police is a new function of government. As a Senior Investigator you will be involved in every aspect of investigations into alleged crime and misconduct, often under the media spotlight. Investigations can be very sensitive and could lead to disciplinary action or in some cases criminal proceedings thus leading to operating in a hostile environment.

12. WORKING CONDITIONS

Normal office working conditions apply. You may also need to work unsociable and extended hours as a member of our 24 hour on-call facility.

The post holder must be willing and able to work beyond normal working hours, as necessary, to meet deadlines and carry out the duties of the post. From time to time, the nature of the responsibilities of the Office of the Ombudsman means that periods of travel away from the Cayman Islands will be required.

AGREED BY

Jobholder:

Date:

Deputy Ombudsman (Complaints)

Date:

JD Created:

Date: 11 May 2017