INVESTIGATIONS SUPPORT OFFICER

Role description

The primary role of the Investigations Support Officer (ISO) is to assist the office Standards team with their day to day work of handling complaints received by the Ethical Standards Commissioner (the Commissioner) of alleged misconduct in breach of applicable Codes of Conduct.

Section: Standards

Responsible to: The Hearings & Investigations Officer (HIO) for day to day line management and under the guidance of the Senior Investigating Officer (SIO) as the needs of organisation require it.

Location: The post is based at the Commissioner's office in Edinburgh, which is currently operating flexibly to accommodate remote, hybrid or office-based working. The flexible working options are set out in our Remote Working Policy. Please note that the ISO role requires at least 1 day of in office work per week in addition to some travel in connection with investigations-related work, attending external training or networking events, or public hearings.

Terms of Appointment: **Permanent.** Pensionable through the Civil Service Pension Scheme.

Salary scale: Based on the Scottish Parliamentary Corporate Body **Grade 2** salary scale range of £31,514 - £34,066.

Working hours: Full-time, five days per week, Monday to Friday (35 hours effective from 01 March 2026)

Leave allowance: 25 days increasing to 30 days with 11.5 public holidays

Job purpose

The ISO provides integral administrative support to the Standards team. The Standards team consists of Investigating Officers (IOs) who report to the SIO and/or HIO. The Commissioner receives complaints about possible breaches of the Code of Conduct for Councillors, the

Code of Conduct for MSPs and of Codes of Conduct based on the Model Code for members of public bodies. The Commissioner also deals with complaints covering regulated lobbying. The IOs are responsible for investigating complaints to a conclusion including carriage of the related administrative duties and all contact with the complainer, respondent, local authority staff, and others involved in a given case. The ISO provides administrative support to the IOs in accomplishing these tasks, such as:

1. Initial complaint handling
   - Being a first point of contact for members of the public and other stakeholders via email and telephone
   - Responding to enquiries and providing general guidance on how to make a complaint
   - Processing incoming complaints, including logging them to the appropriate system and alerting the relevant staff member
   - Managing any relevant mailboxes
   - Assisting IOs with triage of complaints so that complainers of complaints which are not within the remit of the office or are otherwise inadmissible can be informed that their complaint will not be accepted for investigation;

2. Keeping case files up to date in our case management system (CMS) and our shared drives
   - Logging all substantive correspondence and calls related to complaints
   - Keeping a case file up to date with correspondence issued by this office and received from parties, including saving evidence from online sources and documenting evidence;

3. Providing administrative support for the Standards team
   - Researching, gathering and saving information in support of complaint assessments and investigations
   - Preparing and issuing correspondence to stakeholders in accordance with office procedures and/or instructions from the team
   - Pre-preparation of template correspondence by inputting recipient's details into the template, including correspondence covered during the assessment stage, investigation stage and after any decision issued by this office;
   - Providing ad hoc administrative support
   - Transcribing audio and/or video files
   - Anonymisation and/or redaction of documents relating to a case so that it is compliant with the requirements of GDPR and applicable data protection regulations;
   - Gathering and compiling documents requested by external parties and liaising with those parties for secure digital transfer
   - Compiling and redaction of hearing bundles for use at hearings held by the Standards Commission for Scotland
   - Arranging post and couriers
   - Managing diaries and set up of remote, hybrid or in-person interviews with external parties

- Arranging onsite and offsite visits, meetings and investigatory interviews (remote or in person)
  - booking catering and meeting rooms
  - making accommodation and travel arrangements
  - arranging participant attendance;

4. Completing administrative duties in support of a small office
   - Assisting with general office duties such as word-processing, filing, photocopying, scanning and binding
   - Supporting ad hoc projects such as conferences, hearings, vacancies and tenders
   - Providing cover for the Senior Investigations Support Officer (SISO).

5. Managing records and compiling data to be reported
   - Recording and filing phone and email records as required
   - Disposing of paper and electronic records following our retention and disposal policy
   - General file retrieval and management
   - Assisting with implementing office-wide records management policies
   - Ensuring the confidentiality of information as required
   - Designing and running reports on the progress of complaints and caseload from CMS
   - Maintaining a system to track KPIs and targets for all stages of complaint handling and creating reports showing these statistics on a monthly basis.
   - Compiling statistics covering case work such as volume of complaints received in a given period, nature of the complaints, parts of the applicable Code which are covered for reporting at the Senior Management Team Meetings and for annual reports

6. Building strong working relationships across the office and with external stakeholders

7. Taking responsibility for developing own skills, knowledge and competencies

8. Providing guidance and support to colleagues

9. Sharing knowledge and experience informally and formally

10. Any other general office duties as required including providing assistance on occasion to the public appointments and corporate services sections of the office.

The ISO needs to be attentive to detail and responsive. The ISO needs to be computer literate and have a proven track of accessing and searching social media platforms; using remote-working tools; using databases and/or complaints management systems and effective records management. The ISO is required to work as a communicative, open and accountable team member in a relatively small, professional and fast-paced organisation. As such, the ISO needs to be responsive, self-motivated, driven, have ownership of their workload and take initiative in the matters they cover for the team. The ISO may also require to attend events external to the office, such as workshops hosted by the Standards Commission for Scotland.

Requirements for the role (criteria)

The criterion for selection and its indicators are set out in the table below.

Please note it is desirable that the candidate will have a successful track record or background of working in or with the public sector, particularly with local authorities and/or other public bodies subject to ethical standards regulation.

Qualifications, knowledge, skills, experience and personal qualities	**Indicators**	**Assessment method**
Qualifications	• Educated to Higher level (or equivalent) *or* • have gained an equivalent level of educational attainment through work experience	Provision of certificates or exploration at interview and via a practical test (as appropriate)

Qualifications, knowledge, skills, experience and personal qualities	Indicators	Assessment method
A successful track record of fulfilling a professional clerical role in a modern office or regulatory environment using IT and systems software	• Experience of working in a clerical and/or administrative role, ideally in a regulatory, legal or quasi-legal context • The ability to work with software including Microsoft Word, Excel and Outlook • The ability to work with office equipment such as telephony systems, document scanners, printers, copiers and laptops • The ability to work with case management and/or complaint management systems and databases • The ability to use software to redact and zip documents • The ability to use remote-working tools • The ability to access and search social media platforms	• Practical test • Interview
A proven successful background in records management, including responding to FOI and data subject access requests.	• Recognises sensitive data and handles it confidentially • Some knowledge of data protection principles and the ability to handle FOI / subject access requests • Knowledge of and the ability to manage records in accordance with applicable policies • Proactively manage the contents of a case file without being prompted to do so	• Practical test • Interview
A successful track record of designing and maintaining data trackers	• Experience with designing and maintaining a system to track KPIs and targets for all stages of complaint handling and creating reports showing these statistics on a monthly basis.	• Interview

Qualifications, knowledge, skills, experience and personal qualities	Indicators	Assessment method
Ability to plan and organise	• Plans ahead, setting relevant, realistic goals • Effectively balances competing priorities • Routinely reviews targets/goals and takes appropriate action to ensure results are achieved • Manages time economically and efficiently • Anticipates, identifies and minimises risks and problems • Produces accurate work in good time.	• Practical test • Interview
Ability to communicate effectively and manage relationships	• Tailors communication method and style to suit audience • Uses plain language and avoids jargon. Is articulate and communicates promptly and clearly • Listens actively and checks for clarification and mutual understanding • Expresses disagreement or challenges views calmly, constructively and tactfully • Works hard to build and maintain networks that provide mutual benefit and support • Promotes and projects a positive image of the organisation • Works hard to understand stakeholders' views and communicate our remit and responsibility	• Practical test • Interview
Ability to deliver an excellent service	• Delivers on time and to the agreed level of quality • Recognises when to seek assistance and / or delegate upwards when dealing with challenging situations or contacts.	• Interview

Qualifications, knowledge, skills, experience and personal qualities	Indicators	Assessment method
Ability to work together	• Supports and co-operates with colleagues • Shares information openly and readily • Treats others fairly, openly and consistently • Shares responsibility for achieving team goals and works flexibly to achieve them	• Interview
Personal qualities that coincide with our values	• Shows respect and empathy for others in line with office values • Values people and their diversity and is committed to fairness, equality and inclusion • Takes responsibility for mistakes and takes steps to improve when having done so • Acts with honesty and transparency	• Interview