**Job Profile**

**Post Title: Investigation Officer**

**Post No: New Post**

**Main purpose of job:**

To undertake investigations in line with the Council's Disciplinary Policy and Procedures, Harassment and Bullying Policy and Procedures, Sexual Harassment Policy and Procedures and the Council's Complaints Procedures, to provide a report to the officer who commissioned the investigation and to present reports at associated hearings.

**Specific tasks will include:**

- Investigate matters fairly, objectively and promptly, in line with the Terms of Reference under which the Investigation has been commissioned.
- Gather evidence and produce witness statements in line with the relevant policy and procedures.
- Ensure that confidentiality is supported throughout the investigation process.
- Maintaining a good understanding of the Council's policies and procedures relevant to the investigation process and sharing these with employees and managers as needed.
- Ensuring administrative arrangements are made in respect of the investigation process.
- Prepare a comprehensive investigation report to the Council's commissioning Officer within the timescale agreed.
- Present investigation findings at subsequent hearings.
- Ensuring that the Council takes a trauma informed and responsive approach to employee wellbeing in respect to investigations.
- Ensuring individuals know how to access support services appropriate to the situation affecting their work. This could be through the Council's Employee Assistance Programme, other providers, and national or local voluntary organisations.
- Support the development and delivery of guidance, workshops, and training materials.
- Contributing to the development and review of HR policies, plans and strategies, as these relate to investigations.
- Any other duties considered proper for the effective performance of the role.

**Person Specification**

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**This person specification describes the values and attributes of a suitable candidate for our role. Through the recruitment & selection process we shall be looking for evidence that you understand, share and can show our values and have the essential attributes.**

## Our Values

In Shetland Islands Council, **excellent service** is at the heart of everything we do. We provide **excellent service** by **taking personal responsibility** and **working well together**. We demonstrate this by;

1. Providing an excellent level of service, by making sure we understand, meet and manage our service users' needs.
2. Having a positive attitude and taking our responsibilities as employees of the council seriously. Working in an open and honest way, reflecting on our performance and looking for opportunities to improve and develop.
3. Demonstrating a positive attitude by being open-minded, fair, respectful, trustworthy and honest.

For more detailed information on the Council's Values, please visit the Shetland Islands Council's website and search for 'Our Values'

| | **ESSENTIAL** | **DESIRABLE** |
|---|---|---|
| Personal Feature/Quality | Able to show patience, understanding and empathy.<br><br>Open minded, resilient and assertive<br><br>Personally credible<br><br>Able to work on own initiative and as part of a team.<br><br>Willing to attend relevant training and refreshers. | |
| Relevant Experience | Relevant experience of carrying out investigations and report writing.<br><br>Relevant experience of conducting interviews.<br><br>Proven experience in working in a confidential environment. | Relevant experience of presenting information at a formal meeting, e.g. hearing and/or committee |
| Education/Training | Degree or equivalent level | Employment law training |

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|---|---|---|
| Skills/Abilities/Knowledge | Excellent communication skills<br>- verbal<br>- non-verbal<br>- listening<br>- writing<br><br>Knowledge of organisations locally and nationally who provide support to individuals.<br><br>Organisational skills<br><br>Confidence and ability to deliver presentations/ training to groups.<br><br>Good ICT skills, including word and excel, Teams.<br><br>Demonstrate commitment to Equality, Diversity, and Inclusion<br><br>Knowledge of data protection and GDPR<br><br>Full Driving Licence and/or the ability to travel throughout Shetland at short notice where public transport is limited. | Awareness of occupational health and employee assistance programmes<br><br>An understanding of trauma informed practice<br><br>Understanding of employment policies and procedures<br><br>Appreciation of organisational issues. Eg organisational culture<br><br>Knowledge of health and wellbeing issues in the workplace<br><br>Understanding of the need to make reasonable adjustments under the Equality Act 2010 |

Flexible approach to work is needed as there may be a requirement to work outside normal office hours.

Allowances: Distant Islands Allowance
Evaluated Grade: I
Date of Evaluation: 15/05/2026
Category: Business Support
PVG Membership: -
Disclosure Check: -
Pre-Employment Medical Questionnaire: -
Date of Last Amendment: 23/09/2026