

# **Freedom of Information request 696/2014**

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## **Information request and response**

1. Whether Investigation Officers at the Independent Case Examiner's office are paid by a monthly salary or per investigation - I can confirm that staff are paid by monthly salary.
2. For a copy of their job description – please see the information provided in the attached Annex.
3. For a copy of a person specification – I am unable to provide a person specification as this office do not use such a document.
4. For a copy of staff job contracts – Under Section 40 of the Freedom of Information Act we cannot reveal personal information (concerning a 3<sup>rd</sup> party where disclosure would breach one of the Data protection principles). We cannot therefore provide you with a copy of staff job contracts.
5. The names of senior managers within this office – I can confirm that Margaret Fowler is the Operations Manager for the Independent Case Examiner's office and Carol Farrell is the Head of the Independent Case Examiner's office.

## **Annex**

### **Job Description for an Investigation Officer at the Independent Case Examiner's office (ICE).**

The role of an Investigation Officer is to address complaints from DWP service users to the satisfaction of the ICE. They do this by engaging with the complainant to clarify exactly what the issues are. They then try to negotiate an agreed settlement or resolution which is acceptable to both the complainant and the DWP business. If this is not possible, they carry out a full investigation of the events around the complaint and draft a detailed report of their findings for consideration by the ICE.

#### **Key Tasks:**

- Taking telephone calls from potential complainants.
- Liaising with DWP businesses & DWP service users by telephone, email and letter.
- Examine evidence relating to complaints.

- Consider if settlement or resolution of the complaint is possible and progress accordingly
- Attempt to obtain satisfactory redress for complainants where appropriate.
- Identify wider issues to be taken forward.
- Discuss cases with Team Leader, to identify relevant evidence and confirm preliminary findings.
- Draft Investigation report, including relevant evidence and findings, and recommendations where necessary.
- Discuss draft report with Team Leader and incorporate amendments.
- Prepare final draft report for the ICE.
- Make full use of the local complaints database (Respond) to actively manage caseload and keep records fully up to date.