



## **Job Description**

### **INVESTIGATOR- GRADE 5**

#### **Job Purpose**

The Investigator will primarily be required to undertake investigations in relation to complaints made to Sport Resolutions through Sport Integrity (SI). SI is a service through which individuals in the sport sector can make complaints in relation to unacceptable behaviour such as bullying, harassment and discrimination.

The role of the Investigator will be to assess complaints and undertake interviews before preparing a report of their findings to the relevant sport or NGB.

In addition, the Investigator may be required to assist with general case management including managing dispute resolution enquiries and referrals made to Sport Resolutions and for the management of cases referred for arbitration, mediation, investigations, reviews and advisory opinions in conjunction with the panel of arbitrators and mediators. The Investigator may also be required to provide administrative support to the National Anti-Doping Panel and to the National Safeguarding Panel. The Investigator will support the servicing of existing customer relationships and developing new service opportunities.

The post holder will work largely on their own initiative as part of the Sport Resolutions case management team and will report to the Head of Case Management.

#### **Key Objectives**

The primary objective is to provide an expert and professional response for matters referred through SI and to undertake investigations where the service criteria is met.

In addition, the post-holder may be required to:

- manage enquiries and cases referred to Sport Resolutions for arbitration, mediation, investigation, reviews and advisory opinion;
- provide case management support to the National Anti-Doping Panel and the National Safeguarding Panel;

- ensure that cases are managed on a timely basis to high professional standards in accordance with relevant rules, regulations and guidance;
- support the Panel Appointments and Review Committee (PARC) in appointing and managing Sport Resolutions' panel of arbitrators and mediators;
- support the business in servicing customer relationships and developing new service opportunities.

## **Key Tasks**

### **Primary Responsibility**

#### **Investigations**

- Become familiar and then expert in the mechanics and operation of the Sport Integrity framework.
- Respond to complaints by applying the SI Rules of Procedure.
- Build a trusting relationship with any complainant to obtain details and facts.
- Prepare an Investigation Plan for any investigation conducted.
- Provide expert advice as to next steps and the need for consideration of any provisional measures.
- Conduct investigations and interviews in a professional and timely manner, with a high level of empathy and in a trauma-informed way.
- Prepare written reports, often in accordance with specific Terms of Reference.

### **Additional Responsibilities**

#### **Case Management**

- Handle initial dispute resolution enquiries, referring complex matters to the Head of Case Management where appropriate.
- Review the requirements of cases with the Head of Case Management and ensure that Sport Resolutions has jurisdiction to become involved.
- Identify panel members with relevant skill-sets, experience and availability, undertake conflict checks and liaise with parties and panels with regards to their appointment.
- Liaise proactively with the parties to ensure that documents are served on time and to ensure the expeditious completion of cases.
- Deal with applications by parties in consultation with the Tribunal.
- Organise hearings and interview schedules and attend as required.
- Make arrangements for the recording of hearings and for transcription and translation services as required.
- Liaise with Tribunals over the signing of written decisions and make arrangements to distribute, publish and summarise decisions (where required) on the Sport Resolutions website.
- Accurately record all correspondence, activities, documents and time spent on case enquiries and referrals in accordance with Company protocols.
- Confirm the terms of Sport Resolutions' involvement in cases and make the necessary arrangements for providing cost estimates and invoicing.

- Carry out post case follow up including obtaining feedback from participants and archiving of case files.
- Maintain a good understanding of relevant arbitration and mediation rules and procedures.

### Panel Management

- Organise and participate in Panel training events.
- Review and monitor the availability and use of Panel members.
- Manage the administration of the panel of arbitrators and mediators and provide administrative support to the Panel Appointments and Review Committee (PARC).
- Maintain accurate panel records and profiles.
- Maintain a list of suitably experienced lawyers who are prepared to assist unrepresented parties on a pro bono basis.

### Customer/Stakeholder Relationship Management and Service Promotion

- Support the directors in managing Sport Resolutions' relationship with key service users and stakeholders.
- Support the directors in developing new service opportunities and in promoting Sport Resolutions' services and dispute resolution and prevention generally.
- Contribute to the design and delivery of training events and seminars.

### General

- Take responsibility for on-going learning and professional development.
- Undertake such other duties as may be assigned by the Head of Case Management, directors or CEO.

### Person Specification

#### Essential

- An undergraduate degree.
- The right to work in the United Kingdom.
- Demonstrable experience of conducting trauma-informed investigations.
- Training, qualifications and experience of ABE (or similar) and conducting interviews with children, vulnerable and/or intimidated witnesses.
- A high standard of written English and experience of writing reports.
- Experience of the administration of complex casework.
- An understanding of the principles of safeguarding with particular emphasis on its application in the sport sector.
- Excellent customer service skills in dealing with a wide range of service users including national governing bodies, athletes and their professional advisers.
- Good communication skills (both oral and written).
- Ability to remain calm under pressure.

- Ability to work accurately, as part of a team and individually, paying great attention to detail.
- Demonstrates integrity and the ability to make impartial decisions supported by sound reasoning.
- Ability to handle confidential information regarding case records in a discreet and professional manner.
- Experience in using Windows-based software applications, including Microsoft Word, Outlook and Excel and of using case management software.
- An interest and enthusiasm for sport.
- Total integrity.

### Desirable

- A legal qualification or experience of working in a legal environment.
- Familiarity with court and/or tribunal procedures.
- Experience of mediation and/or arbitration.
- A good knowledge and/or experience of the structure of sport in the UK, in particular the governing body sector.
- An understanding of anti-doping and safeguarding of children in sport.
- Knowledge of data protection principles.

### Reporting

This post reports to Head of Case Management

