

JOB STATEMENT

Head of Investigations & Enforcement

This statement is for guidance only and does not form part of any contract of employment.

Reporting Line

General Counsel

Department Organisation Chart



Job Purpose

To lead and manage the Investigations and Enforcement Team, overseeing all investigation and enforcement case work. Liaise with the Leadership Team, and Legal Team to achieve an effective implementation of our Code of Practice and Enforcement Strategy.

Core Duties

- Working with the Leadership Team and Management Team colleagues develop and maintain an enforcement strategy to ensure the effective enforcement of the Code of Practice through Code procedures and alternative informal processes and initiatives.
- Effectively manage the case prioritisation and allocation process in line with the current Enforcement Strategy.
- Carry out effective management and supervision of all investigative and enforcement work, liaising with the Legal Team as appropriate, to ensure timely and quality delivery and presentation of cases to Tribunal (or delivery of enforcement objectives through other routes).
- In collaboration with Management Team colleagues, prepare and deliver regular updates regarding market/regulatory/operational developments to the team and organisation. Embed new knowledge to facilitate continuous improvement and optimise ways of working.
- Be an effective member of the Management Team, contributing and working proactively with colleagues to enhance organisational and operational processes.
- In collaboration with Management Team colleagues, contribute to the organisations business planning processes, typically planning up to eighteen months in advance.

- Manage team resources effectively and efficiently, including Team budget, to deliver the organisations strategy and business plan to a high quality while ensuring value for money.
- Effectively manage the Investigations and Enforcement Team and through coaching, setting stretching objectives and working with them to identify relevant development needs, facilitate a high performing, engaged team.
- Manage regular and ad hoc projects and carry out any other duties as required.

Knowledge, Skills & Experience

- A minimum of 5 years' investigative experience working in a strategic management role.
- Possess advanced skills in intelligence gathering, investigative and evidence analysis skills.
- Significant experience of working in or with prosecutorial, regulatory or other adjudicatory agencies or bodies in the bringing of cases against organisations and/or individuals.
- Strong relationship management skills, influences/negotiates with others to achieve win-win situations, strong communicator and networker. Proactively facilitates conflict resolution, demonstrates self-awareness.
- Effective people management skills and experience, has the ability to provide a sense of common purpose and direction, leads by example and encourages right attitude in others, takes the role of change manager in times of change, regularly gives and receives feedback.
- Demonstrates effective judgement, complex problem solving and rapid decision making based on critical analysis of large amounts of evidence and data.
- Proactively contributes to discussions, challenges and influences upwards.
- Effectively manages resources by having a concern for excellence, ability to set and monitor budget, ensures implementation of effective operational plans with appropriate resources.
- Develops a high performing culture in self and other team members and makes best use of individual strengths.
- Role models the organisations values and behaviours.