



SOUTH WALES FIRE AND RESCUE SERVICE **JOB DESCRIPTION**

Department	People Services
Post	Resolution Officer NU073
Grade	11
Location	Fire Service Headquarters
Responsible to	HR Manager (Employee Relations)

This job description refers to the main purpose and responsibilities of the post. It does not necessarily list in detail all of the tasks required to carry out these responsibilities. This job description will be reviewed as and when necessary to ensure that it meets the Service's business requirements.

MAIN PURPOSE OF THE POST

To conduct thorough, efficient and fair investigations on behalf of South Wales Fire and Rescue Service.

To provide detailed and impartial reports to support managerial decision making in relation to matters of discipline, grievance, claims and complaints.

Key Responsibilities:

1. To gather information and data from internal and external sources to support investigations.
2. To plan, prepare and conduct investigatory interviews.
3. To ensure all information gathered to support an investigation is used fairly, lawfully and transparently, in line with the Regulation of Investigatory Powers Act 2000, the Data Protection Act 2018 including the General Data Protection Regulation.

4. To liaise with Union Representatives and Workplace Companions as required.
5. To prepare and present investigatory reports.
6. To present at internal and external hearings as necessary.
7. To support the development and implementation of the Service's Discipline and Grievance procedures.
8. To deliver training and provide guidance to managers related to the Service's Discipline and Grievance procedures, People Management practices, Standards of Behaviour and Values.
9. To maintain records securely in line with the Service's policies and procedures.
10. To ensure that records are archived and securely destroyed in line with retention periods.
11. To provide managerial reports on discipline and grievance data/trends as required.

STANDARD SERVICE REQUIREMENTS

- To attend in-house and external training courses as required.
- Any other duties commensurate with the grade and post.
- To co-operate fully with any scheme or pilot scheme that shall be introduced within the department or across the Service.
- To implement the principles of the Service's Equal Opportunities and Diversity Policies and Welsh Language Schemes whilst carrying out the above duties.
- To adhere to Health & Safety Legislation/Relevant Service Policies and Procedures and to take reasonable care for the health and safety of yourself and other persons who may be adversely affected by your acts/omissions.

ORGANISATIONAL VALUES

In performing the above role, all employees of the Service are required to observe and promote the Service's Core Values to be, at all times:

- Professional

Date Created: July 2023

Author: Jemma Wells – HR Manager (Employee Relations)

- Caring
- Respectful
- Dedicated
- Trustworthy
- Dynamic
- Disciplined
- Resilient

All documentation is available in both English and in Welsh and we welcome communication in either language.

Note:

There will be frequent travel between sites throughout the South Wales area and the post holder needs to be able to travel independently.

This document is available in both English and Welsh.

