**the national identification and registration authority (nira)**

**job description**

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| **JOB TITLE:** | Chief Investigations Officer |
| **DIVISION:** |  |
| **DEPARTMENT:** | Investigations |
| **LOCATION:** |  |
| **REPORTS TO:** | DIRECTLY: Chief Executive Officer |
| **MANAGES:** | DIRECTLY: Investigations Officer  INDIRECTLY: N/A |

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.

This document is validated as an accurate and true description of the job as signified below:

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Employee Date

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Manager/Supervisor Date

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Head of Department/Division Date

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Date received in Human Resource Department Date Created/revised



**1. POSITION SUMMARY**

Reporting to the Chief Executive Officer, the Chief Investigations Officer is responsible for providing oversight for the investigation function. The incumbent is responsible for leading investigations, ensuring case files are properly prepared and matters are resolved within appropriate guidelines.

**2. KEY OUTPUTS**

* Input provided for strategic plan
* Operational plan developed
* Budget prepared and submitted
* Investigations conducted; records reviewed
* Findings assessed and summarized
* Support provided to external agencies
* Case files prepared
* Recommendations and technical advice provided
* Reports produced
* Staff performance appraisals completed
* Work plans developed

**3. KEY RESPONSIBILITY AREAS**

Management/Administrative Responsibilities

* Provides input for the development of the strategic plan.
* Leads the development of the operational plan.
* Participates in the preparation of the annual budget.
* Represents the organisation at meetings, conferences, workshops and seminars as required.

Technical Professional Responsibilities

* Provides oversight for the Unit, ensuring a service oriented approach is taken towards all requests and complaints received from customers and other stakeholders.
* Identifies and recommends in-depth investigations into alleged breaches of the laws governing NIRA.
* Leads the conduct of background and personal history investigations, reviews records, and verifies information as required.
* Reviews and maintains evidence and documents for use in investigations.
* Assesses and summarizes investigative findings
* Prepares reports detailing results of investigations and makes recommendations for action.
* Prepares and presents information to support investigations to appropriate law enforcement or regulatory agencies.
* Collaborates with external investigators e.g. the security forces in cases where the investigations have to be passed on to external agencies.
* Liaises with the General Counsel in preparing cases, coordinating evidence and testimonies for court proceedings.
* Ensures case files are prepared and maintained.
* Carries out surveillance work regarding suspected violators of the laws and regulations.
* Monitors changes in relevant laws and makes recommendations to the Authority as appropriate.
* Keeps abreast of best practices and makes recommendations for improving the investigation process.
* Prepares, reviews and comments on matters under investigation as required.
* Provides technical advice to the Executive Director and the Authority on matters related to reviews and investigations.
* Ensures effective collaboration with the other divisions to facilitate successful execution of activities related to investigations.

Human Resource Responsibilities

* Provides leadership and guidance through effective planning, delegation, communication, training, mentoring, coaching and discipline.
* Evaluates and monitors the performance of staff in the department and implements appropriate strategies.
* Coordinates the development of individual work plans and recommends performance targets for the staff assigned.
* Participates in the recruitment and training of staff for the division.
* Recommends transfer, promotion and approves leave in accordance with established Human Resource Policies and Procedures.
* Identifies skills/competencies gaps and contributes to the development and succession planning for the branch to ensure adequate staff capacity.
* Monitors the performance of staff and facilitates the timely and accurate completion of the staff annual performance appraisals and other periodic reviews.
* Supervises the management of staff well-being.

Other Duties

* Performs other related duties consistent with the category, nature, function and objectives of the Job.

**4. PERFORMANCE STANDARDS**

* Input provided for strategic plan is in keeping with established standards and guidelines
* Operational plan developed produced and delivered according to established standards and guidelines
* Budget prepared and submitted according to established standards and guidelines
* Investigations conducted and records reviewed in accordance with established guidelines
* Assessment of findings is comprehensive and submitted within the required timeframe
* Support to external agencies is provided within the required timeframe
* Case files are up to date and maintained in accordance with established standards
* Recommendations and technical advice are sound and provided within the required timeframe
* Reports produced are error free and submitted on time and in established format
* Staff performance appraisals completed in accordance with agreed standards

and submitted within the required timeframe

* Work plans formulated in keeping with the organisation’s guidelines are submitted to the relevant authorities on time

**5. AUTHORITY**

* Approve leave requests or recommendations for leave
* Recommend revision/improvement to policies and procedures
* Make recommendations for expenditure
* Conduct investigations

**6. INTERNAL AND EXTERNAL CONTACTS**

Internal Contacts

* Legal & Corporate Affairs Department
* Department Heads

External Contacts

* Jamaica Constabulary Force
* The Director of Public Prosecutions
* The Integrity Commission

**7. REQUIRED COMPETENCIES**

Core

* Excellent interpersonal skills
* Excellent oral and written communication skills
* Excellent team building skills
* Sound analytical and problem-solving skills
* Excellent planning and organisation skills
* Excellent customer service skills
* Strong attention to quality in performing tasks and producing deliverables
* Proficiency in the use of relevant computer applications

Technical

* Sound knowledge of investigative techniques including surveillance skills and ability to conduct undercover work
* Sound knowledge of laws and regulations governing laws and other applicable laws of Jamaica
* Good interviewing skills in interviewing
* Ability to follow leads, research records and reconstruct events
* Knowledge of court procedures and practices
* Ability to prepare reports, formulate positions on issues and articulate opinions concisely to conveying necessary information and make and recommendations
* A sound appreciation of the workings of Government
* Good project management skills

**8. REQUIRED EDUCATION AND EXPERIENCE**

* Bachelors Degree in Business Administration or a related field
* Specialised training in investigative techniques in areas such as fraud, counterintelligence and personnel background
* At least six (6) years’ experience as an investigator in a regulatory organisation or in law enforcement

**9. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB**

* Work will be conducted in an office and training environment outfitted with standard office and training equipment utilising specialised software, as well as teaching and learning tools. The environment requires on-going interactions with staff.
* May be required to travel

**REMUNERATION**

Salary range: $ 7,716,512.00 p.a. - $ 10,377,851.00 p.a. **- Band 10**