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

**job description**

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| **JOB TITLE:** | Investigations Officer |
| **DIVISION:** |  |
| **DEPARTMENT:** | Investigations |
| **LOCATION:** |  |
| **REPORTS TO:** | DIRECTLY: Chief Investigations Officer |
| **MANAGES:** | DIRECTLY: N/A  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 Investigations Officer, the Investigations Officer is responsible for

conducting investigations into cases of actual or alleged breaches of the Acts and Regulations governing the National Identification and Registration Authority (NIRA).

**2. KEY OUTPUTS**

* Input provided for operational plan
* Individual Work Plan developed
* Investigations conducted; records reviewed
* Background and personal history investigations conducted
* Interviews conducted
* Data gathered and analyzed
* Case files prepared
* Case- specific plans and strategies developed and submitted
* Recommendations provided
* Reports produced

**3. KEY RESPONSIBILITY AREAS**

Management/Administrative Responsibilities

* Provides input for the development of the operational plan.
* Develops Individual Work Plan based on strategic alignment with Department’s Operational Plan
* Represents the organisation at meetings, conferences, workshops and seminars as required.

Technical Professional Responsibilities

* Receives questions or concerns regarding breaches of the Acts governing NIRA; investigates to determine specifics and provides recommendations for resolution or refers concern to appropriate individual(s) for follow up action to be taken.
* Responds to reports of alleged incidents of fraud; conducts investigations as required.
* Conducts background and personal history investigations, reviews records, and verifies information as required.
* Conducts interviews, gathers and secures relevant documentation; analyzes data, compares incident reports and develops recommendations to address and resolve issues.
* Maintains evidence and documents for use in investigations.
* Provides a detailed report summarizing the investigation, or findings of the investigation.
* Collates information to support investigations to appropriate law enforcement or regulatory agencies.
* Provides support in preparing cases, coordinating evidence and testimonies for court proceedings.
* Assists in preparing and maintaining cases files.
* Carries out surveillance work regarding suspected violators of the laws and regulations.
* Develops and submits for approval case-specific plans and strategies for individual investigations.
* Collaborates with the other divisions to facilitate successful execution of activities related to investigations.
* Keeps abreast of best practices and makes recommendations for improving the investigation process.

Other Duties

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

**4. PERFORMANCE STANDARDS**

* Input provided for operational plan is in keeping with established standards and guidelines
* Individual Work Plan formulated in keeping with the organisation’s guidelines and submitted to the relevant authorities on time
* Investigations conducted and records reviewed in accordance with established guidelines
* Background and personal history investigations conducted in accordance with established guidelines
* Interviews conducted in accordance with established procedures
* Data analysis is comprehensive and sound
* Case files are up to date and maintained in accordance with established standards
* Case- specific plans and strategies developed and submitted
* Recommendations are sound and provided within the required timeframe
* Reports produced are error free and submitted on time and in established format

**5. AUTHORITY**

* Recommend revision/improvement to policies and procedures
* Conduct investigations

**6. INTERNAL AND EXTERNAL CONTACTS**

Internal Contacts

* Legal & Compliance Department
* Department Heads

External Contacts

* Jamaica Constabulary Force

**7. REQUIRED COMPETENCIES**

Core

* Good interpersonal skills
* Good oral and written communication skills
* Sound analytical and problem-solving skills
* Good 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

* Knowledge of investigative techniques including surveillance skills and ability to conduct undercover work
* Sound knowledge of governing laws and regulations 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
* At least three (4) 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: $ 5,198,035.00 p.a. - $ 6,990,779.00 p.a. - **Band 8**