

Independent Police Conduct Authority (IPCA)

Position Description

Position title:	Analyst
IPCA Team:	Resolutions
Location:	Wellington
Date of issue:	June 2024
Reports to:	Team Leader Resolution
IPCA HR Ref:	

PURPOSE OF THE ROLE

The Analyst is responsible for receiving, assessing, and categorising all cases, and managing and resolving cases that do not require formal investigation by Police or the Authority.

The Analyst liaises with the relevant Police Professional Conduct staff, assesses the case and makes recommendations as to the required category, and (for cases that don't require investigation) determines that there is no issue and/or negotiates a resolution with Police.

ABOUT THE IPCA

The IPCA is an Independent Crown Entity established by the IPCA Act to investigate and resolve complaints against the Police. The Authority exists to enhance public trust and confidence that complaints about Police conduct and incidents involving death and serious bodily harm are fairly and impartially investigated or overseen, and grievances are appropriately addressed. It also makes recommendations for change in Police policy and practice which contributes to improved Police performance.

The Authority also serves as a National Preventive Mechanism (NPM) under the Crimes of Torture Act 1989, which implements the United Nations Optional Protocol to the Convention Against Torture (OPCAT). This involves inspecting and auditing reports on Police detention facilities throughout New Zealand to ensure that they are safe and humane and that they meet international standards.

The IPCA is an appropriate authority under the Protected Disclosures (Protection of Whistleblowers) Act 2022.

The IPCA is governed by a Board, which is chaired by a Judge. The Chair is also the operational head of the IPCA.

THE IPCA'S OPERATIONS GROUP

The IPCA Operations Group includes three functional service delivery areas: investigations; resolutions; and assurance which are all contributed to and supported by the Corporate Team.

The Operations Group are responsible for the following areas:

Resolutions

The Resolutions Team is responsible for receiving, assessing, categorising, managing and resolving complaints submitted to the IPCA that do not require formal investigation by Police or the Authority (Category C or D). This includes communication with complainants, and liaison with the relevant Police Professional Conduct staff.

The Resolution Team may support the Assurance team from time to time with overflow of Category B cases which involves overseeing and reviewing cases referred back to Police for investigation.

Investigations

The Investigations Team is focused on the investigation, conduct, and conclusion of investigations into complaints against the Police, and incidents where death or serious bodily harm has resulted. This involves conducting independent investigations. They are responsible for writing final public reports, or letters for Police and complainants, which are appropriate to the level of investigation undertaken.

Assurance

The Assurance Team is responsible for:

- Cat B Investigation oversight.
- OPCAT work programme.
- Management of assigned portfolios including but not limited to Recommendations to Police and monitoring of implementation.
- Management and co-ordination of assurance focused work programmes including, but not limited to, management and co-ordination of the Quality Assurance Framework.

IMPORTANT RELATIONSHIPS

Internal:

The IPCA is a small organisation where the teams work collaboratively. This position can expect to have relationships with staff across the organisation including the IPCA Chair, Board members and General Manager as well as their immediate colleagues.

External:

- Complainants
- Police Professional Conduct staff at PNHQ and in District
- Key external stakeholders
- Relevant professional contacts and liaison networks

KEY ACCOUNTABILITIES

Accountability	Deliverables / Outcomes
<p>Assess complaints and referrals, and manage them through to categorisation and/or resolution</p>	<ul style="list-style-type: none"> • Assess cases in accordance with Authority processes and policies including: <ul style="list-style-type: none"> ○ Identifying issues raised by complaints. ○ Identifying any required information and requesting that information from complainants or Police. ○ Analysing available information. ○ Working with Police professional conduct staff to determine appropriate resolution where appropriate. ○ recommending the appropriate categorisation and resolution. • Escalating issues to Senior Analyst, Team Leader or Manager as required. • Manage caseload to ensure all cases are progressed in accordance with agreed priorities, and performance standards. • Respond to enquiries from Police and complainants • Carry out internal reporting and monitoring, including providing progress and performance reports on cases on a regular basis. • Contribute to gaining data insights from Cat C and D cases on trends to help inform recommendations. • May support the Assurance team with overflow of Cat B oversight cases.
<p>Teamwork</p>	<ul style="list-style-type: none"> • Contribute to a positive team environment. • Promote and model positive behaviour and IPCA values. • Work collegially and collaboratively with others to achieve goals. • Provide support to colleagues.
<p>Business and process management</p>	<ul style="list-style-type: none"> • Identifying system and business process improvements and supporting implementation of changes. • Use IPCA resources efficiently and effectively. • Adhere to the IPCA information management standards and policies and maintain accurate database records. • Maintain the confidentiality and security of all information acquired in the exercise of the IPCA's functions.

Accountability	Deliverables / Outcomes
	<ul style="list-style-type: none"> • Maintain and promote sound and current knowledge of relevant legislation, and Police practices, policies, and procedures. • Keep up to date on areas of expertise within the organisation.
Relationship management	<ul style="list-style-type: none"> • Develop effective professional relationships including with: <ul style="list-style-type: none"> ○ Others in the Authority. ○ Complainants and their representatives. ○ Police Professional Conduct staff and other relevant Police personnel staff, ○ Other relevant networks

COMPETENCIES

Competency	Evidence
Relationship focus	<ul style="list-style-type: none"> • Builds and maintains relationships with a wide range of people to achieve organisational outcomes while gaining trust and confidence. • Coordinates and collaborates with and across internal functions to ensure alignment of functions. • Is dedicated to meeting the expectations and requirements of internal and external customers. • Gets first-hand customer information and uses it for improvements in services. • Acts with stakeholders/parties in mind.
Communication/Interpersonal skills	<ul style="list-style-type: none"> • Demonstrates strong, interpersonal, verbal and written communication skills. • Ability to convey complex or technical information both verbally and in written form tailored to a range of audiences. • Writes succinct plain and grammatically correct English. • Ability to defuse high-tension situations comfortably. • Displays empathy and sensitivity in distressing and highly emotional situations. • Is approachable and non-judgemental. • Responds effectively in a wide range of culturally and ethnically different contexts.
Managing self, displaying self-awareness and a self-improvement focus	<ul style="list-style-type: none"> • Displays grit, courage, resilience, humility and integrity; manages reactions and demonstrates composure and consistency in their behaviour and emotions.

Competency	Evidence
	<ul style="list-style-type: none"> • Knows themselves (what they do well and less well); can assess their performance and impact on others in the absence of feedback. • seeks and values feedback; is open to constructive criticism and committed to developing and improving themselves. • Gains insight from mistakes.
Integrity	<ul style="list-style-type: none"> • Adheres to and role models the IPCA's core values of independence, trustworthiness, accountability, vigilance, and integrity. • Appreciates and understands the importance of privacy and secrecy.
Organisational Cultural Commitment	<p>Contribute to the Authority's cultural commitment of:</p> <ul style="list-style-type: none"> • Recognising the constitutional status of Te Tiriti o Waitangi/The Treaty of Waitangi. • Using best endeavours to act consistently with Te Tiriti o Waitangi/The Treaty of Waitangi and ensure that our policies, practices, and procedures reflect this commitment. • Seeking to deepen collective of understanding of te ao Māori and knowledge of tikanga Māori. • Supporting staff who wish to learn te reo and promote and encourage the use of te reo Māori in the workplace. • Building capacity to engage with Māori.
Technical knowledge	<ul style="list-style-type: none"> • Demonstrates the qualifications, skills, knowledge and experience required to successfully undertake the position (detailed in the person specification of the position description).

PERSON SPECIFICATION

Education, Skills, Knowledge, Experience

Required:

- Experience and proficiency in assisting and dealing with people at all levels with a variety of problems and queries.
- Excellent organisational skills along with the ability to think ahead, use initiative, establish priorities, and meet deadlines while preserving the highest levels of accuracy and confidentiality.
- Stays calm under pressure.
- Flexible and adaptable and works collaboratively in a team environment.
- Attention to detail and accuracy.
- Strong analytical, inference and judgement skills.
- Strong written communication skills.

- Knowledge and demonstrable experience in the use of office software packages in particular MS Office products.
- Familiarity with databases as well as a demonstrated record of accuracy and timeliness in data entry.

Desirable:

- A tertiary qualification in law or other relevant degree or relevant legal knowledge.
- Background in law enforcement or knowledge of policing or other law enforcement operations.
- Experience in dealing with sensitive and confidential information.