

Senior Case Resolution Officer – Independent Police Conduct Authority

- **Varied and interesting complaints resolution work**
- **Opportunity to make a difference**
- **A friendly, supportive and inclusive organisational culture**

The Independent Police Conduct Authority is an independent body set up by Parliament to respond to complaints against the Police and independently investigate serious incidents involving Police employees.

The IPCA is anticipating a substantial expansion in light of a significant recent increase in workload and are looking for new Senior Case Resolution Officers to assist us in our complaint management process. In this role you will manage the more complex complaints received by the Case Resolution team, including providing oversight of investigations conducted by Police.

As a Senior you'll play an important role in supporting the Manager: Case Resolution to coach, train and develop staff, maintain oversight of case management practice and be responsible for peer review and quality assurance of cases managed by Case Resolution Officers.

You'll be part of small, friendly organisation which prides itself on working diligently, working with integrity and ensuring that people who come to IPCA for assistance are provided an excellent and fair service.

To be successful in this role you'll need the following:

- experience in complaints resolution and have ideally worked at a senior level, providing coaching and development for new and developing staff
- ability to provide effective and constructive feedback
- excellent writing and analytical skills
- cultural awareness and recognition of the Treaty of Waitangi as New Zealand's founding document
- well-developed relationship management skills and an ability to effectively manage difficult and sensitive situations
- strong EQ and effective strategies to maintain resilience
- attention to detail and strong organisation skills
- A tertiary qualification, preferably in an associated field.

Knowledge and experience of Police or a similar law enforcement agency functions is desirable.

If you are interested in this position, you can view the Position Description on our website:

www.ipca.govt.nz

If you would like to apply, please send your cover letter and CV to: applications@ipca.govt.nz

Applications close at 10am on Monday, 2 December 2019.