

Case Resolution Officer – Independent Police Conduct Authority

- **A great opportunity for a graduate or someone returning to the workforce with a law or similar degree**
- **The role is open to expressions of interest from both full-time and part time applicants**
- **Training and coaching provided to support your career development**
- **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 we are looking for new Case Resolution Officers to assist us in our complaint management process. On paper, this work involves, assessing, categorising, and resolving complaints. In reality, the work is about assisting people wishing to make a complaint, often those who are very vulnerable, in order to understand their situation and guide them on the next steps. The conversations you'll have will often be challenging so you'll need be resilient. However, no two days will be the same and the work is varied and interesting.

The IPCA will provide you with on-the-job training and ongoing coaching to help build your skills, knowledge and experience in assessing and managing complaints, engaging with a diverse range of people and sharpening your written communication skills.

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:

- excellent writing and analytical skills
- well-developed relationship management skills and an ability to effectively manage difficult and sensitive situations
- cultural awareness and recognition of the Treaty of Waitangi as New Zealand's founding document
- strong EQ and effective strategies to maintain resilience
- attention to detail and strong organisation skills
- have integrity as a core value

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

If you are interested in this position, you can view the Position Description [here](#) or on our website: www.ipca.govt.nz NB: Previous applicants need not apply.

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

Applications close at 5pm on Wednesday 16 June 2021.