

333 Investigate cases

Summary

Gather and analyse evidence and materials, and present recommendations on administrative processes on how to proceed with cases

You will apply the following skills:

- Communicating
- Decision making
- Interviewing
- Negotiating
- Organising
- Planning
- Problem solving
- Reading
- Researching
- Team working
- Using number
- Using technology
- Writing

Performance Indicators

You will:

1. Review the case file and identify additional evidence and materials
2. Obtain all additional items of evidence and materials
3. Consult other people where necessary
4. Check the evidence and review the materials
5. Ensure all the relevant information is present in order to proceed
6. File report and refer case file recommendation
7. Take responsibility for any follow up actions

Knowledge

You will know:

1. The administrative services that you are responsible for and the limits and scope of your responsibilities and authority in providing these services
2. Your organisation's policies, procedures and constraints that affect administrative services in your area of responsibility and how to apply them
3. Legal and organisational requirements covering the security and confidentiality of information
4. The importance of accuracy and attention to detail when dealing with information in a legal context
5. How to access and use the sources of information that you need
6. How and where to gather evidence and materials
7. How to identify and obtain evidence that you have not been provided with
8. How to conduct interviews in the context of case investigation
9. How to act on the range of decisions that could be made regarding a case (to prosecute, to proceed in some other way, not to proceed further, to carry out further investigations before making a decision)
10. The importance of acting within the given deadline for the case, and the consequences of failing to do so
11. What the limits of your responsibility in investigating appeals are, and to whom matters outside your authority should be referred
12. Who to consult if further information is needed
13. Legislation, regulations and codes of practice that apply in the sector to your area of work
14. Working culture and practices in the sector
15. Your organisation's procedures for investigating cases
16. When to refer matters that are beyond your authority
17. Your organisation's house style and requirements for presentation of case files, reports and recommendations
18. The records (paper and electronic) that need to be updated to file a report and refer case file recommendations