

JOB DESCRIPTION

Job Title: Title Investigation Officer

Responsible to: Investigations Manager

Responsible for: N/A

Responsibilities

With appropriate proactivity and independence, to assist the Investigations Manager, Head of Regulation and Director of Regulation, as well as colleagues throughout the organisation to undertake and deliver effective complaints management and title regulation awareness processes.

Regulation of title

- Investigating complaints and queries about misuse of the title “architect”
- Managing conflicting priorities within caseloads to ensure targets are met
- Instructing ARB’s solicitors in prosecuting cases in the magistrates’ courts
- Dealing with matters which arise from incorrect “architect” listings in directories, advertisements and websites
- Drafting press releases following criminal prosecutions
- Attending court to give evidence, as required
- Producing statistics on ARB’s title regulation work

Raising Awareness of the Register

- Assisting with the delivery of strategies and campaigns to raise awareness of the Register amongst the public and key stakeholders
- Liaising with third parties to encourage compliance with the Act
- Promoting the use of the ARB logo by architects

General

- Dealing with telephone queries in relation to the work of the department and with general regulation correspondence
- Assisting with ARB's online communication
- Assisting with the development of professional standards policy, procedures and guidance
- Preparing statistical information in relation to the work of the department
- Working collaboratively and flexibly to assist within the office to meet demands of throughput of work across ARB
- Other such relevant or related duties which may be required from time to time

Person Specification

Part 1

Essential Knowledge, Skills & Experience

Essential

- Highly developed administrative and organisational skills and with the ability to deliver work to deadlines
- Experience preferably in a professional or regulatory environment
- Experience of case work and managing multiple cases simultaneously
- Proficient in Microsoft applications and a good working knowledge of databases
- Excellent level of literacy, attention to detail and ability to produce accurate written work
- Good presentation skills and confidence with public speaking
- Excellent interpersonal skills and experience of working with and communicating effectively with internal and external stakeholders at all levels
- Experience of efficiently and tactfully dealing with difficult people in pressurised or stressful situations

Part 2

Personal style and behaviour

- An approachable, enthusiastic team player who likes to work in collaboration with others as well as able to work on their own initiative
- A high level of personal credibility, integrity and authority which generate trust and confidence, capable of dealing with conflict and difficult conversations
- Demonstrates drive, energy, pace, tenacity, determination and resilience
- Able to work flexibly and with resilience in a changing, dynamic environment
- Creative thinker with the ability to generate new ideas and approaches, and adapt own style as required
- Shows discretion with confidential data and sensitive information

- Results focused and solution-oriented
- Accuracy and attention to detail

Core Competencies Required

Competence	Attributes
Professional Standards	<ul style="list-style-type: none"> • Demonstrates an understanding of the legal and regulatory frameworks that underpin professional standards, and the role and purpose of ARB • Shows an awareness and application of the Nolan principles of standards in public
Personal Organisation	<ul style="list-style-type: none"> • Demonstrates appropriate motivation for undertaking the role, works systematically, accurately and within agreed timescales • Manages workload independently, with the ability to react to changing and varied priorities and coordinate a range of concurrent cases/projects • Manages unexpected events professionally, using initiative, while being aware of when it is appropriate to escalate and seek senior support • Demonstrates a resilience and flexibility to deal with changing priorities and stressful/pressurised situations
Casework	<ul style="list-style-type: none"> • Analyses relevant and complex data and demonstrates sound decision making • Makes effective use of IT programs and databases to deliver quality documentation and record keeping • Demonstrates professionalism and discretion when handling sensitive, and confidential information
Service Delivery	<ul style="list-style-type: none"> • Contributes to a culture of continuous improvement • Works effectively as part of a team to deliver service objectives
Relationship Development	<ul style="list-style-type: none"> • Develops and sustains strong relationships with internal and external stakeholders • Works effectively with external providers, communicating clearly and accurately with them
Influence and Communication	<ul style="list-style-type: none"> • Uses strong communication skills to engage with relevant audiences, via various platforms, to deliver clear outcomes • Writes and presents clear, concise and audience appropriate communications • Demonstrates tact and professionalism in challenging conversations • Contributes constructively and effectively • Demonstrates a strong level of accuracy and attention to detail

Values

ARB's organisational values were set by our staff team in 2018 and we look to its employees to demonstrate the following qualities:

Be Positive: Contribute to a positive environment for you, your colleagues and the users of our services

Be Brave: Be courageous and proactive in all that you do

Be Supportive and Honest: Demonstrate an open, co-operative and respectful attitude in all your exchanges to build effective working relationships which are built on trust

Be an Expert: Take ownership, grow and share your knowledge

Strive to Do Better: Set high standards for yourself and for ARB and always look for ways we can improve

Development & Awareness

All staff are required to develop themselves through training. They are also responsible, in conjunction with their Line Manager, for identifying any training and development needs they and those they work with might require.

Postholder:

Date:

Manager:

Date: