PROFESSIONAL STANDARDS INVESTIGATOR - BACKGROUND INFORMATION

Avon Fire & Rescue Service (AF&RS) serves the Unitary Authority areas of Bristol, Bath & North East Somerset, North Somerset and South Gloucestershire. It has 21 operational fire stations, together with offices, covering all areas, with its Head Quarters based in Portishead, near Bristol. AF&RS Control Centre, where emergency calls are handled, is situated in Lansdown, near Bath.

With an annual budget of around £50 million, AF&RS delivers a wide range of fire, rescue and community safety services across a geographic area of approximately 514 square miles with a residential population of more than one million people.

AF&RS employs over 800 staff made up of: Service Delivery including whole-time and on-call Firefighters, and staff in its Control Centre, Service Delivery Support, and Corporate Services.

This post is within the Employee Relations Team, within the People Services Directorate, and reports to the Employee Relations Lead.

This is a new post, set up to conduct and oversee independent, fair, and timely investigations into complaints, misconduct allegations, and breaches of policy. The core purpose is to maintain high ethical standards, ensure compliance with the Core Code of Ethics and promote a culture of transparency and integrity.

With effect from July 2023, UK legislation was amended to enable Fire & Rescue Services to undertake standard Disclosure and Barring Service (DBS) checks for all employees. All AF&RS posts therefore require a standard DBS check, with a few defined roles requiring an enhanced DBS check. This post is subject to a standard DBS check. These DBS checks will be renewed throughout employment.

Safeguarding is the duty of every member of staff at AF&RS: as a public authority we have a responsibility to ensure that the adults and children we interact with are kept safe from harm.

Job Description, Core Values and Person Specification

Job Title	**Professional Standards Investigator**
Post Number	**3411**
Grade	**HAY 7**
Duration of Post	Permanent
Hours	37 per week
Directorate	Service Delivery Support
Unit or Team	Employee Relations Team, People Services
Reports to (give job title)	Employee Relations Lead
Line management or supervisory responsibilities	No
Responsibility for managing a budget	No
Date job was evaluated	27 April 2026

Purpose of Job:

To conduct fair, thorough, and timely investigations into allegations of misconduct, grievances, complaints and whistleblowing concerns within Avon Fire & Rescue Service. The postholder will support high standards of integrity, accountability, and professionalism in line with the NFCC Core Code of Ethics and national frameworks.

Structure Chart:



Responsibilities and Duties:	
1.	Plan and conduct investigations into matters including misconduct, bullying and harassment, grievances, external complaints, whistleblowing disclosures, and breaches of policies or codes of conduct.
2.	Gather, analyse, and evaluate evidence, including witness interviews, statements, documentary and digital material in accordance with relevant legislation, Service procedures, and best practice.
3.	Produce clear, balanced, and well-reasoned investigation reports within agreed timescales with findings and conclusions as to whether there is enough evidence to support a disciplinary process.
4.	Maintain accurate, secure, and auditable investigation records.
5.	Design and deliver relevant training (e.g. 'conducting investigations') to middle and senior managers, in collaboration with the Employee Relations Business Partners/Advisor, in-house legal advisor and external bodies (where appropriate).
6.	Ensure investigations comply with internal policies, employment law, data protection, human rights, and equality legislation.
7.	Maintain confidentiality, impartiality, and independence throughout the investigative process whilst applying and promoting the NFCC and Avon Fire & Rescue Service Core Code of Ethics.
8.	Identify themes, trends, and organisational learning arising from investigations and contribute to service improvement including preparing management information, reports and briefings for senior leaders and governance bodies.
9.	Facilitate debrief exercises when a process concludes, capturing learning opportunities and ensuring there is a clear pathway for service improvement e.g. policy development, process changes, enhanced support/training.
10.	Provide professional advice and guidance to managers on investigative processes and professional standards matters.
11.	Support Professional Standards Board, misconduct hearings, grievance panels, and appeal processes as required, including presenting findings.
12.	Carry out any additional responsibilities as reasonable and appropriate, as agreed with line manager.
Special Notes or Conditions:	
1.	AF&RS requires all staff and leaders to promote equality and diversity by: • ensuring that, both in your dealings with other employees and with members of the public, you comply with all aspects of the Service's Equality Policy and legislation that outlaws discrimination; • treating members of the public and other AF&RS staff with respect, dignity and in line with the expectations determined by our Service values at all times; and taking action when witnessing an act that could be considered discrimination or harassment, challenging it and/or raising with managers.
2.	This role is based at Service Headquarters. Although you are based at a specific location, for efficiency or other business reasons we may require you to travel to and/or work from any base within AF&RS service area or work from home, for which we will pay allowances where appropriate.
3.	If based at Police and Fire Headquarters, this is a secure site and therefore appointment to this post may be subject to passing the required vetting process.
4.	Many posts in AF&RS are hybrid-working with the facility to work from home and from an AF&RS work-base. Your manager will confirm if this applies to this post.
5.	Your job may involve working out of normal office hours, for which mutually agreed compensatory time-off will be given.

6.	Your job may involve you dealing with highly confidential and sensitive information. It is essential that you ensure this information is held and processed securely and that you act with tact and discretion at all times and comply with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. Confidentiality must be maintained, even after leaving this post or AF&RS employment.
7.	You should maintain an awareness of environmental regulations in relation to the remit of your role. All employees have a responsibility to carry out their duties in an environmentally-conscious way and to actively support AF&RS's Environmental Strategy, Policy and objectives.
8.	You must ensure you maintain an awareness of Health and Safety Regulations relevant to the duties and tasks you carry out and report any situations or incidents which could be considered hazardous. You have a responsibility for your own safety and must not endanger that of colleagues/visitors in the workplace or the public.
9.	There may be times when you are required to wear specific clothing suitable to the type of work you are undertaking. This may include AF&RS branded corporate clothing (for example when representing AF&RS externally), or protective clothing for the work being carried out, as deemed appropriate by your line manager.
10.	All AF&RS posts require a standard DBS check, with a few defined roles requiring an enhanced DBS check. This post is subject to a standard DBS check. These DBS checks will be renewed throughout employment.
11.	Safeguarding is the duty of every member of staff at AF&RS: as a public authority we have a responsibility to ensure that the adults and children we interact with are kept safe from harm.

Avon Fire & Rescue Service NFCC Core Code of Ethics

We are in the process of embedding the principles of the Core Code of Ethics, on joining the service you will be involved in co-creating what these principles mean to us.

- Putting our communities first
- Integrity
- Dignity and Respect
- Leadership
- Equality, diversity, and inclusion (EDI)

Signed confirmation that this Job Description accurately reflects the requirements of the job:

Job Holder's Manager		**Date**	

Signed agreement to carry out the responsibilities of this Job Description, and of acceptance of AF&RS Values and NFCC Code of Ethics:

Job Holder		**Date**	

See following page for Person Specification …….

Person Specification

Job Title	**Professional Standards Investigator**
Post Number	**3411**
Grade	**HAY 7**

Qualifications, knowledge, experience, skills and personal attributes required for the job:

	E=Essential D=Desirable	Measured by: A = Application T = Test I = Interview		
		A	**T**	**I**
Qualifications/Knowledge				
Formal training or qualification in investigations, HR, law, or professional standards (e.g. CIPD, investigative interviewing) at Level 3 or equivalent.	E	X		X
Strong knowledge of employment law, disciplinary and grievance procedures, and equality legislation.	E	X		X
Knowledge of the NFCC Core Code of Ethics and national fire service frameworks.	D	X		X
Experience				
Experience of conducting workplace or professional standards investigations, ideally within the public sector, emergency services, or a regulated environment.	E	X		X
Ability to gather and assess evidence objectively and make sound, defensible judgements.	E	X		X
Excellent written skills with the ability to produce clear, structured investigation reports.	E	X		X
Experience within a Fire & Rescue Service, emergency services, local government, or similar organisation.	D	X		X
Experience of presenting findings at formal hearings or panels.	D	X		X
Skills				
Strong interview and interpersonal skills, including dealing with sensitive and complex issues.	E	X		X
Ability to manage a varied caseload and meet deadlines.	E	X		X
Shows resilience and professionalism when handling challenging or contentious cases.	E	X		X
Able to drive with a full current valid driving licence, or ability to arrange suitable alternative transport to travel to various work locations.	E	X		
Personal Attributes				

Willingness to accept and work to our values and Core Code of Ethics during the course of employment.	E	X		X
Adaptable with a flexible approach to work, to meet business needs.	E	X		X
Able to work effectively both individually and as part of a team.	E	X		X
Professional in conduct.	E	X		X
Strong stakeholder ethic with customer orientated approach.	E	X		X
Committed to undertake relevant training and continuous professional development opportunities.	E	X		X