Job Title	**Investigation Officer (Children & Young People)**
Purpose	To lead and deliver timely, impartial, and proportionate investigations into accidents, incidents, near misses, complaints, and serious incidents across Children & Young People (CYP) services, including MacIntyre School, the Children's Homes, and No Limits, including significant incidents in the community. The post holder will own end-to-end RIDDOR reporting for CYP, prioritise outstanding investigations, and ensure every investigation drives practical learning and preventative actions that reduce repeat risk. To deliver clear, evidence-based reports with sensitivity, confidentiality, and impartiality to strengthen governance, and provide the Senior Leadership Team, Local Advisory Board, and regulators with robust assurance that incidents are managed fairly, consistently, and safely. In this position you will uphold MacIntyre's Statement of Values in all aspects of your work and promote a positive image of MacIntyre and its provision. The post requires confidentiality, impartiality, sensitivity and a consistently high quality of written work.
Reports To	Commercial & Business Lead (Children & Young People)
Location	Central Office, Milton Keynes and with regular travel to MacIntyre School (Wingrave), the Children's Homes and No Limits services

What the job involves

People

- **Champion person-centred values and dignity.** Work in a person-centred way at all times, promoting MacIntyre's DNA, values, and *Great Interactions* principles while treating every child, young person, and adult we support with respect, dignity, and equality.
- **Seek the voice of young people.** Wherever appropriate, gather the views and experiences of children and young people during investigations using accessible methods tailored to their individual communication needs.
- **Safeguard and promote welfare.** Actively safeguard and promote the welfare of children, young people, and adults across MacIntyre School, the Children's Homes, and No Limits, raising any concerns immediately in line with MacIntyre's safeguarding policies and procedures.

Workforce

- **Conduct impartial HR investigations**. When commissioned by the CYP Director, act as the investigating officer for disciplinary and grievance matters in strict accordance with the ACAS Code of Practice and MacIntyre policy.
- **Deliver guidance and training**. Deliver targeted training and clear practical guidance to managers and staff on accurate incident reporting, writing witness statements, and preserving evidence.
- **Reduce staff injuries.** Collaborate with the Positive Behaviour Support (PBS) and Therapy teams to review physical interventions and staff injuries, identifying practical ways to prevent repeat incidents.
- **Engage in personal development and safety.** Participate actively in regular supervisions, annual appraisals, and team meetings, complete all eLearning and mandatory training within set timeframes, and comply with health and safety regulations while promoting equality, diversity, and inclusion.

Compliance

- **Own the RIDDOR process.** Manage the end-to-end **RIDDOR** process across Children and Young People's (CYP) services, working with Health & Safety to determine reportability, maintaining an accurate RIDDOR tracker, and communicating clearly with the Compliance team.
- **Manage statutory notifications and complaints.** Support Registered Managers and Heads of Service with external notifications to **Ofsted**, local authorities, and insurers via the Compliance team, and investigate complaints within policy timescales—including maintaining Children's Homes complaints records under **Regulation 39** of the Children's Homes (England) Regulations 2015**.**
- **Maintain secure records and legal evidence.** Maintain accurate, confidential, and secure investigation records in line with **UK GDPR**, MacIntyre's Data Protection & Confidentiality Policy, and retention schedules
- **Prepare claims evidence** for insurers and legal advisers to support the defence of claims and tribunal proceedings.
- **Maintain legislative and regulatory knowledge.** Keep fully up to date with relevant legislation and statutory guidance, including **RIDDOR**, *Keeping Children Safe in Education*, the *Children's Homes (England) Regulations 2015*, the *Care Act 2014*, and the *ACAS Code of Practice*.

Sustainability

- **Clear outstanding investigations.** Prioritise and clear any outstanding and overdue investigations as an early deliverable, providing regular, transparent progress updates to the Senior Leadership Team.
- **Audit MIS systems and risk assessments.** Promptly review incidents recorded on MIS systems (such as **ClearCare**) to verify completeness, accurate categorisation, and escalation, ensuring individual, activity, and environmental risk assessments are reviewed and updated after significant incidents.
- **Produce strategic dashboards and reports.** Analyse incident, complaint, and investigation outcomes to identify trends, themes, and repeat issues across CYP services, producing regular reports and dashboards for the Senior Leadership Team, Local Advisory Board, and Health & Safety meetings.

- **Support Ofsted readiness and statutory reviews.** Contribute robust investigation data and trend analysis to support **Ofsted** inspection readiness, Regulation 44 independent visitor reports, and Regulation 45 quality of care reviews.

Best Practice

- **Lead structured root cause investigations.** Agree the scope, terms of reference, and timescales with the commissioning manager, gather and preserve all evidence (witness interviews, family perspectives, ClearCare records, CCTV, risk assessments, rotas, and training records), and use structured methods such as **Root Cause Analysis (RCA)** to produce clear, balanced, evidence-based reports with practical recommendations. Keeping relevant parties appropriately informed of progress.
- **Embed lessons learned across services.** Share lessons learned across CYP services through briefings, team meetings, and written guidance so that organisational learning is embedded rather than repeated.
- **Track corrective actions to completion.** Monitor corrective and preventative action plans through to full completion, actively supporting operational managers to embed improvements on the ground.
- **Work collaboratively across teams.** Build constructive, impartial working relationships with operational leaders, Designated Safeguarding Leads (DSLs), Health & Safety, The HR Team, Compliance, families, and external agencies.

Boundaries of the Role

To protect the impartiality and integrity of all investigations, the post holder

- **Will not make safeguarding decisions** (these remain strictly with the Designated Safeguarding Lead).
- **Will not lead investigations into allegations against staff** (which follow the statutory **LADO** process).
- **Will not decide the outcomes of disciplinary or grievance cases** (decisions on outcomes are made independently by others).

Skills, Qualifications, Experience

Skills, Qualifications and Experience – Essential

- **Investigation experience:** Proven track record of conducting investigations (e.g. incident, complaints, H&S, safeguarding, or HR) within education, health, social care, or another regulated sector.
- **Interviewing skills:** Skilled at interviewing witnesses, including distressed individuals and people with diverse communication needs.
- **Analytical and reporting ability:** Strong analytical skills to identify root causes and trends, alongside excellent written skills to produce clear, balanced, evidence-based reports.
- **Regulatory knowledge:** Working knowledge of health and safety legislation (including RIDDOR) and child/adult safeguarding frameworks.
- **Organisation and IT:** Level 2 literacy and numeracy, strong IT proficiency (Word, Excel, and digital case management systems), and the ability to manage multiple competing deadlines independently.
- **Values alignment:** A genuine commitment to empowering people with learning disabilities to participate in decisions about their support and wider life opportunities.
- **Travel:** Full UK driving licence and access to a vehicle insured for business use.

Skills, Qualifications and Experience – Desirable

- **Qualifications:** Accredited training or qualification in investigations, root cause analysis, safeguarding, or health and safety (e.g. IOSH Managing Safely or NEBOSH General Certificate).
- **Sector background:** Experience in specialist education, children's residential care, learning disability/autism services, or operational CYP roles.
- **Framework and system knowledge:** Familiarity with the *Children's Homes (England) Regulations 2015*, Ofsted frameworks, and incident management software (e.g. ClearCare or Assessnet).
- **Training delivery:** Experience delivering staff training or practical guidance.

Personal Attributes

- **Integrity and discretion:** High levels of professionalism, confidentiality, and objectivity when handling sensitive information.
- **Learning mindset:** An evidence-led, non-punitive approach focused on systemic learning and continuous improvement.
- **Resilience and precision:** Emotional resilience, sensitivity, sound judgement, and strong attention to detail when managing complex or distressing situations.

Additional Requirements

- **Flexibility:** Willingness to travel regularly across CYP sites and occasionally respond to serious incidents outside standard working hours.
- **Clearance:** An Enhanced DBS check, including checks of any relevant barred lists will be undertaken in accordance with legislation and Government Guidance (Child_workforce_guide.pdf and Adult Workforce Guide v11.0)

You will need to also carry out any other work that your line manager reasonably requests of you.

MacIntyre's Approach

1. Our Purpose

People who draw on MacIntyre's support have gloriously ordinary lives, living the life they choose, using their gifts, skills and passions to contribute and connect to the people in their local neighbourhood. MacIntyre invests in, and helps shape, neighbourhoods to be inclusive and welcoming spaces for everyone.

2. The Big Plan

These are the things people across MacIntyre said they want us to focus on



3. Everyone Everywhere

How we meet people near where we live to make things better for everyone



MacIntyre's DNA

Our values in action

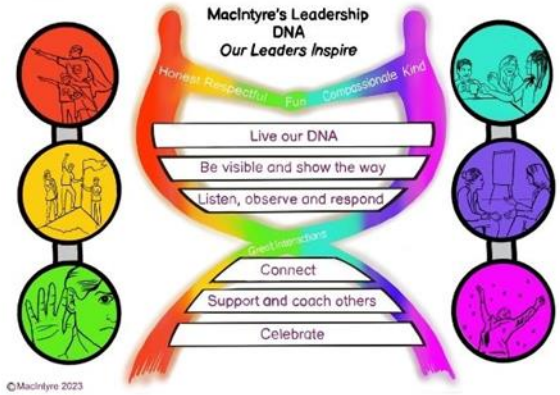


4. MacIntyre Quality Framework

Our DNA is our number one measure of quality. This along with 'understanding people' informs all of our quality systems

5. MacIntyre Leadership DNA

This is the way MacIntyre leaders coach and inspire their colleagues



6. Connections

We join with, support and learn from movements that want to make things better



Can you see Gloriously Ordinary Lives and #SocialCareFuture in our DNA and Purpose Statement?