

Expression of Interest

Contact Officer

Public Services Commission

INTERNAL FOR ISLE OF MAN GOVERNMENT EMPLOYEES ONLY

What will you do?

Contact Officers fulfil a vital function within the Fairness at Work Policy and the newly created IOMG Integrity Line. They provide independent, confidential support and information to staff who believe they are experiencing discrimination, bullying and/or harassment or who are accused of discrimination bullying and/or harassment. Contact Officers undertake this role voluntarily in addition to their substantive duties. The list of individuals who are Contact Officers under the current policy has recently been reviewed, and, as many have left the service or have indicated that they are no longer available to undertake this role, it will be necessary to recruit additional new Contact Officers.

What does that involve?

Purpose of the Role

- To provide confidential guidance and support, independent of the management structure, to individuals and the organisation in regard to inappropriate behaviour in the workplace. For example:
 - They will listen empathetically and provide support, but they are not counsellors.
 - They will provide information about available options, but will not take decisions for the member of staff or tell the staff member what to do.
- To enable the prevention of inappropriate behaviours in the workplace by promoting and raising awareness of the standards required. For example:
 - They will explain IOM Government's Policy, resolution options and procedures with respect to discrimination, bullying and harassment.

Contact Officers will form an important part of the Fairness at Work Policy and the newly created IOMG Integrity Line. They provide information to staff about their options in resolving complaints of conflicts, bullying, harassment or discrimination. It is not the role of the Contact Officer to intervene, mediate, investigate or try to resolve the issues. All necessary training will be provided for Contact Officers to enable them to confidently undertake their role and responsibilities in conjunction with the Fairness at Work Policy and the Integrity Line.

Contact Officers will require the endorsement of their line managers to undertake this role.

To be an effective Contact Officer requires certain personality traits and to this end a brief 'Person Specification' has been included below for you to review to see if this role would suit you.

If you are interested in becoming a contact officer, please contact any of the following:

- **Matthew Cover, OHR, Matthew.Cover@gov.im, 650769**
- **Alex McFee, OHR, Alexandra.McFee@gov.im, 686048**

Person Specification

Qualifications

Contact Officers will be required to undertake bespoke training which will equip them to undertake their duties with confidence. Contact Officers will also be expected to attend any refresher workshops as required. Individuals at any Grade may be considered to act as a Contact Officer.

Experience

Contact Officers should have the following:

- Experience working in a Public Sector environment.
- Experience working with staff from a range of backgrounds.
- Ability to build effective relationships.
- Experience in using highly developed communication skills in the workplace or in a voluntary capacity.

Knowledge and Skills

Training will be provided, following which Contact Officers will be expected to have:

- A good understanding of workplace policies, structure, processes, safeguarding and risk
- A good understanding of resolution processes, including mediation and facilitation. Also the formal actions, disciplinary and appeal processes including investigation procedure. Where necessary awareness of criminal process
- A good understanding of what constitutes workplace bullying, sexual harassment and unlawful discrimination

Disposition

- Open, non-judgmental personality, good inter-personal skills
- Strong leadership qualities
- Resilient and calmly assertive
- Display attitudes and behaviours that are respectful and inclusive of diversity
- Understanding of confidentiality
- Good analytical, influencing, resilience and problem solving skills
- Active listening skills, objective and non-judgmental approach
- Good oral communication skills