Model job description

# Whistle-blowers’ Hotline Case Handler

## Scope, purpose and nature of role

The Whistle-blowers’ Hotline Case Handler:

* Receives and logs phone calls, emails and notes sent to the confidential reporting service;
* If appropriate, initiates and tracks or conducts an official investigation into the claims, escalating incidents and liaising with specialists, managers other others as necessary;
* Obtains and records relevant information in the case file, adding notes, evidence, analysis *etc*. as the investigation proceeds;
* Discreetly maintains contact with informants and relevant management, keeping them informed of progress;
* Helps develop and document the associated processes and techniques.

## Distinguishing characteristics of the ideal candidate

The following personal traits and competencies are high on our wish-list:

* Highly trustworthy with exemplary levels of personal integrity and ethics – a squeaky-clean background above reproach;
* Discreet – keen to reassure all those involved that the matter is being taken seriously, handled confidentially and independently, and investigated professionally;
* Rational, objective and analytical in nature, systematic and structured - a details-person;
* Good under stress - able to think clearly and support colleagues having a tough time.

## Qualifications, skills and experience

The following are relevant and desirable for this role:

* **Information/cybersecurity or IT audit:** at least 2 years’ work experience in the field; relevant qualifications such as CISSP, CISA or CISM; some exposure to ISO/IEC 27001 and ISO 20000/ITIL;
* **Case handling:** at least a year’s experience in a similar role *e.g.* Help Desk, Customer Service or Support;
* **Digital forensics:** at least a year’s experience and ideally qualifications in forensics, audits or investigations.

Candidates must be willing to undergo background checks to verify their identity, character, competence, qualifications, skills and experience.