Model job description

# Whistleblowers’ Hotline Manager

## Scope, purpose and nature of role

The job involves receiving, assessing and managing the response to phone calls, emails and notes from various sources received on the Whistleblowers’ Hotline confidential reporting service. The manager solicits and records the essential information, opens case files, conducts initial assessments and, if appropriate, initiates and manages the official investigation into the claims, typically providing discreet status updates to management and to the whistleblowers as appropriate and (if necessary) providing forensic evidence and statements in court cases. In addition, the person is expected to help develop and document the associated processes and techniques.

## Distinguishing characteristics of the ideal candidate

The following personal characteristics are high on our wish-list:

* Highly trustworthy with outstanding levels of personal integrity and ethics, in other words an exemplary background with no hint of impropriety;
* A paragon of discretion, able to exude and instill confidence in those reporting that their information is being taken seriously and will be handled professionally in the strictest confidence, and willing to fulfil the stated obligations of the Whistleblower’s Hotline in full (*e.g*. *strongly* resisting any attempts by the accused to identify their accusers, no matter how senior or influential they may be, and competent in the physical, logical and procedural security measures necessary to prevent inappropriate access to highly confidential information obtained);
* Rational, objective and analytical in nature;
* Supportive of colleagues working under extreme stress.

## Relevant qualifications, skills and experience

The following qualifications and experience are considered relevant and desirable for this role:

* **Governance, information security, risk, audit, fraud, compliance, police, forensics and/or human resources background:** with professional qualifications and management experience in any of these functions, preferably several;
* **General:** *at least* 10 years’ cumulative employment record post-school/college, preferably 20 years or more to management level (this is a senior position);
* **Analysis and reporting**: competent to support the research of cases, assist with the preparation of high-quality professional reports, and if necessary, act as an expert witness in court.

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