

Role Profile

Role Profile Part 1			
Role title	NaVCIS Investigations Manager	Grade/Rank	PO1
Dept/Area	NaVCIS	Vetting Level	RV
Responsible to	NaVCIS Deputy Head of Unit	Staff line managed	NaVCIS Investigators
Reviewed by (Line Manager)	Sharon Naughton HOU	Date	03.09.26
Purpose of Job	To be responsible for the management of the linked-series fraud investigations team to ensure the delivery of the organisation's operational activities in protecting the UK from the threat of vehicle finance fraud/theft related crime. Additionally, to be responsible for the maintenance of relationships with NaVCIS stakeholders to ensure their needs and those of UK policing are aligned.		
All Assignments	1. To manage, lead and supervise officers and staff within the NaVCIS Investigations Team. This will include leading a team that investigate linked-series frauds to prevent and detect crime, reduce risk and increase disruption opportunities, share relevant information with policing and the financial services sector who are or could be victims of fraud, effective intelligence management and ultimately supporting host forces ensuring the timely progression of cases through the investigative process. 2. To ensure connectivity between the DOT Investigations Team and other NaVCIS work streams particularly the Intelligence Team and Senior Management. Providing access to subject matter expertise for fraud matters and other, wider vehicle crime issues. 3. To appropriately challenge Police Force Triage Units where a NaVCIS referral has not gained secondary investigative traction but the circumstances of the case merit adoption in the collective view of NaVCIS management owing to, but not necessarily restricted to, matters of apparent, threat, risk, harm and/or vulnerability. 4. To represent the DOT Investigations Team at internal management meetings; maintaining and updating required performance information, analyse and identify performance issues and seek innovative ways of improving staff performance. 5. To represent NaVCIS at external meetings and conferences, advising on issues as appropriate.		

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6. To assist with the management of stakeholder engagement including the provision of training and feedback to drive continuous improvement and crime strategies.

7. To give regular and effective service.

Note: This role profile is designed to assist post holders with understanding what is expected of them in their role. NaVCIS may ask them to undertake other duties, as required, which are not necessarily specified on the role profile but which are commensurate with the grade of the post. The role profile itself may be amended from time to time within the scope and general level of responsibility attached to the post.

NaVCIS is hosted by The Chief Constable of Hampshire and Isle of Wight Constabulary (HIOWC). NaVCIS staff are employed as police staff under HIOWC terms and conditions with supplementary NaVCIS procedures and guidance.

Plus role holders will be allocated one of the assignments below:

Theft Investigator & Stakeholder management

1. To create and maintain appropriate relationships with the FLA centrally, those FLA members who subscribe to NaVCIS services, and partner agencies.
2. To assist FLA members, both current and prospective, in embedding NaVCIS processes into their system, including the provision of training and feedback to drive continuous improvement and crime prevention process.
3. To assess referrals and direct investigations within the theft department.
4. To assist the NaVCIS Senior Leadership Team in ensuring the NaVCIS Investigations offices and processes are fit for purpose.

Plus the following requirements if assigned to:-

Specialist Fraud Investigator management

1. To assess referrals and direct investigations within the Disruption Opportunities (DOT) team drawing upon assistance from NaVCIS Analysts and Intelligence Development officers, as required.
2. To form and maintain effective channels of communication and build working relationships with operational police officers, other Police Forces and ROCUs; subject matter experts and external agencies.
3. To identify opportunities to prevent fraud through intelligence development and disseminate these as appropriate.
4. To identify and seek to implement new investigative practises that arise from advancements in technology or other means.

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Additional Requirements	Follow GDPR guidelines and Constabulary policies in relation to accessing and handling personal data. All officers and staff must be aware of risk in relation to their role, please view the appropriate Health & Safety Risk Assessment for the role. The role holder may be required to visit various locations within Hampshire and the Isle of Wight, and must hold a current full drivers licence and be prepared to take and pass a Force driving course if required. The role holder may be required to visit various locations either within the UK. This may involve staying away from home. The role holder must be able to meet travel requirements so therefore possess a valid passport for travel outside of the UK and have access to a reliable system of transport where required. An initial 6 month probationary period will apply on appointment to the role. All role holders will need to undergo and maintain appropriate vetting in order to carry out the full duties of the role. Keep up to date with changes in legislation, local procedures and/or policies that affect working practices and the use of police databases or systems (including European or International requirements where appropriate). All role holders will be expected to attend and successfully complete various in-house and national courses and any other role specific training as required to maintain a professional development portfolio. Role specific training for this role profile includes Professionalising Investigations Programme (PIP2) accreditation.

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Role Profile Part 2			
CVF Recruitment Competencies and Level	We are Emotionally Aware Level 2 We Take Ownership Level 2 We are collaborative Level 2 We Deliver, Support and Inspire Level 2 We Analyse Critically Level 2 We are Innovative and Open Minded Level 2 Integrity Impartiality Public Service Transparency		
	Education/Qualifications Essential: Educated QCF to Level 3, OR work experience deemed to have brought the role holder to a comparable level. Competent Investigative Supervisor PIP1 and PIP2 Desirable: Supervisory/Management Qualification or equivalent experience.		
Experience and Skills	Experience and Skills Essential: Experience of leading and managing investigations within a policing environment Evidence of either managing a small team or prioritising and allocating work, mentoring or coaching others. An understanding of the National Intelligence Model (NIM) Desirable: Experience of presenting at meetings/conferences and communicating with external stakeholders. Knowledge of the police organisation and structure.		
	Approved by People Services	Rachel Duffy (18933)	Date 01 September 2026

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Role Profile Part 3			
Competencies	All roles are expected to know, understand and act within the ethics and values of the Police Service.		
	We are Emotionally Aware	Level 2	
	We Take Ownership	Level 2	
	We Collaborate	Level 2	
	We Support and Inspire	Level 2	
	We Analyse Critically	Level 2	
	We are Innovative and Open Minded	Level 2	
Underpinning Values	Courage		
	Respect and Empathy		
	Public Service		
Initial Development Skills for new to role period	All staff are required to complete mandatory e-learning including annual DSE and Fire Safety plus any role-specific training required		
Continuing Professional Development	Courses and Conferences should be attended to benefit professional learning and development.		