



CANDIDATE INFORMATION PACK

VACANCY	Review Officer
SALARY/GRADE	£39,767 – £45,472 GRADE B2 STAFF WILL BE APPOINTED ON POINT 1 OF SCALE- £39,767
STATUS	Permanent
HOURS OF WORK	35 hours per week Monday to Friday
LOCATION	Hamilton – currently hybrid working
CLOSING DATE	Midnight on Sunday 19th July 2026

The Police Investigations and Review Commissioner (PIRC) is currently seeking to recruit a Review Officer to join her team who are based in Hamilton.

The PIRC was established in 2013 and is responsible for carrying out independent investigations into incidents involving the police and independently review the way the police handle complaints from the public. Our aim is to secure public confidence in policing in Scotland by supporting continuous improvement and promoting positive change.

The Police, Public Order and Criminal Justice (Scotland) Act 2006, as amended by the Police and Fire Reform (Scotland) Act 2012 and the Police (Ethics, Conduct and Scrutiny) (Scotland) Act 2025, sets out the functions of PIRC. These are to review the manner in which policing bodies in Scotland deal with complaints and also to conduct investigations into particular kinds of incidents involving the police. The types of investigation which the PIRC may carry out are specified in the 2006 Act, as amended.

PIRC is a Non-Departmental Public Body (NDPB) sponsored by the Scottish Government. The organisation is led by the Commissioner, Laura Paton, who is supported by the Director of Operations and a team of staff based in Hamilton.

The successful candidate will support the Commissioner, Head of Reviews and Policy, and Senior Review Officers, in conducting reviews of the way in which policing bodies in Scotland handle complaints by a member of the public, seeking further information from the policing body and complainer as required.

As a Review Officer you will be responsible for dealing with applications from members of the public who feel that their complaints have not been dealt with satisfactorily by the police. Reporting to a Senior Review Officer, you will have responsibility for preparing clear and concise complaint handling review (CHR) reports setting out the PIRC's views

on the police's handling of complaints. You will be expected to deal efficiently with a significant and varied caseload and to adhere to strict timescales for the production of reports.

The specific duties of a Review Officer are to:

- Conduct reviews of the way in which policing bodies in Scotland handle complaints by a member of the public, seeking further information from the policing body and complainer as required.
- Manage a significant and varied caseload, ensuring that complaint handling review (CHR) reports are produced in accordance with strict timescales.
- Ensure regular communication with complainers, policing bodies and other relevant agencies in relation to individual cases.
- Research and analyse relevant aspects of individual cases and keep abreast of developments in practice and policy in relation to complaint handling and wider aspects of policing.
- Prepare clear and concise complaint handling review (CHR) reports for consideration by senior staff and the Commissioner.
- Ensure factual accuracy in CHR reports and that decisions are sound, based on the evidence and capable of withstanding scrutiny.
- Participate in discussion of cases with senior staff and the Commissioner which may influence the final shape and outcome of reviews.
- Devise recommendations or reconsideration directions which may result in changes in practice and procedure in police complaints handling as well as operational policing in general.
- Assess whether the recommendations made in the CHR reports have been adequately implemented by the policing body concerned.
- Participate in broader policy issues arising from reviews, and perform such other duties relating to the PIRC's review function as required.
- Deal sensitively and effectively with those involved in the complaints process.

The above accountabilities and responsibilities are not exhaustive, and the Jobholder may be required to undertake additional duties that are consistent with the level and grading of the role, and also in line with any legislative changes to PIRC's role and functions.

Success profile

Success Profiles are specific to each job and they include the mix of skills, experience and behaviours candidates will be assessed on.

Experience

- Minimum of 3 years' recent experience in a comparable role

OR

Experience in at least one of the following areas:

- legal work
- complex casework
- complaint handling
- Criminal Law procedures
- Human Rights

Behaviours

Communicating and Influencing – Level 3

Working together – Level 3

Making effective decisions – Level 3

You can find out more about Success Profiles Behaviours [here](#).

This experience would ideally have been gained while working in a similar regulatory function, however this is not essential. With an ability to communicate clearly and concisely, the successful candidate will have experience of collecting and analysing information, presenting evidence, reaching sound judgements and producing them in written form. The ability to self-manage workloads, meet demanding targets, and work efficiently and effectively in a team environment is also essential for the role.

Security Checks

The successful candidate must undergo Non Police Personnel Vetting (NPPV) Level 3 and Baseline Personal Security Scotland (BPSS) prior to appointment. Please see here <https://www.gov.uk/guidance/united-kingdom-security-vetting-applicant> to ensure you are aware of the requirements prior to submitting an application. Applicants should be aware that they are required to have lived in the United Kingdom for at least 3 years to meet the first element of the vetting requirements.

Equality Statement

The PIRC is an equal opportunities employer and is committed to promoting a diverse workforce, with an emphasis on the PIRC values of integrity, impartiality and respect. We therefore encourage and welcome applications from all members of the community. We are committed to the Disability Confident Initiative and offer a guaranteed interview to any applicant who meets all of the selection criteria required for the post and considers themselves to be disabled.

For information on this vacancy please contact the Human Resources Department at jobs@pirc.gov.scot or call on 07342 080256.

How to Apply

Apply online, **you must provide a CV and Supporting Statement** (of no more than **1000 words**) which provides evidence of how you meet the skills, experience and behaviours listed in the Success Profiles above.

Artificial Intelligence (AI) tools can be used to support your application, but all statements and examples provided must be truthful, factually accurate and taken directly from your own experience. Where plagiarism has been identified (presenting the ideas and experiences of others, or generated by artificial intelligence, and presented as your own) applications will be withdrawn and internal candidates may be subject to disciplinary action.

Please see our candidate guidance for more information on acceptable and unacceptable uses of AI in recruitment.

Successful applicants will be invited for further assessment; this will consist of an interview and a short assessment.

Should a large number of applications be received, an initial sift may be conducted using the CV and Supporting Statement on Experience 1.

We aim to provide feedback on request. However, if we receive a large number of applications, it may not be possible for us to provide specific feedback on your application. We will provide feedback on request to candidates who attend an interview/assessment.

The closing date for applications is midnight on **19th July 2026**.

Please continue to check your account on our recruitment portal as all applicants will have the status of your application updated on their account.