

## **Role of DSC Coordinator \_\_\_\_\_ DOCUMENT 8B**

- Liaise with committee/panel members in respect of investigations and hearings.
- Brief panel members on how the hearing is expected to be run.
- Allocate complaints and organise panels.
- Deal with any conflicts of interest.
- Liaise with Complaints Officer and Chair of NC where necessary.
- Participate in panel-making decisions in respect of vexatious or frivolous complaints.

### Skills:

1. Ability to organise and administer the committee.
2. Ability to understand what matters are relevant to issues within the case.
3. Ability to deal with potentially a large amount of material under time pressure.
4. Impartiality and integrity.
5. Ability to deal sympathetically with participants and witnesses.
6. Understanding of confidentiality aspects, conflict of interest rules.

### Desired experience:

1. Dealing with or sitting on tribunals
2. Legal qualification or experience
3. Dispute resolution or complaints handling
4. Team leadership

### Characteristics:

It should be emphasised that this person is responsible for managing decision-making processes that may have severe consequences for those in the complaints process including expulsion from the BKA. Therefore the chair will need to be able to act decisively when needed so that punitive measures can be executed appropriately (with the cooperation of other officers) while maintaining an unbiased and balanced approach.