



Case Support Worker

Independent Commission for Reconciliation and Information
Recovery (ICRIR)

Closing Date: Wednesday 13th August 2025, 5pm

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Welcome! Fáilte! Fair fa ye! Croeso!



A Commission that serves the people of Northern Ireland

The Independent Commission for Reconciliation and Information Recovery (ICRIR) has been set up to provide information to families, victims and survivors of deaths and serious injury related to Troubles/Conflict, and to work towards reconciliation for all parties.

I accepted the role of Chief Commissioner because I believe this is worth doing. The people of Northern Ireland and all those affected by the Troubles/Conflict need the legacy of the past to be properly dealt with. Previous attempts to address this have failed but that doesn't mean we can simply give up.

The importance of reconciliation is known by all those who have been affected by the Troubles/Conflict and its legacy. For each and every person, that will mean something different. I want the new Commission to be designed in the way that best serves the people of Northern Ireland.

I believe we have a real opportunity here to deliver the answers that people are looking for. To do this, we need to build an independent organisation that's founded on integrity, expertise, and fairness.

Best wishes,

Sir Declan Morgan, Chief Commissioner



As Commissioner for Investigations at the ICRIR, I am committed to leading passionate, committed and independent investigative teams which put people, shared understanding and reconciliation at the heart of our work to find answers to the many unanswered questions that so many people have about the Troubles/Conflict.

My teams will conduct all investigations effectively, regardless of their type or complexity, by being open-minded, professionally curious, and identifying and following all lines of inquiry. We have unique investigative powers to recover information about deaths and serious injuries for victims, survivors and their families, and we will use these to obtain evidence without fear or favour wherever it may be held, recognising the importance of a trauma and resiliency - informed approach.

I am seeking to build teams of talented and experienced professionals with a range of skill sets and experience to help victims of the Troubles/Conflict, their families and wider community find the answers they deserve.

Three essential principles will inform the Commission's approach to all investigations: compliance with the ECHR; respect for the principles of the 1998 Belfast Good Friday Agreement; and focus on providing useful information to those affected by the Troubles/Conflict. Some investigations will result in the referral of conduct to prosecutors if there is sufficient evidence that it constitutes a criminal offence, and some will result in conclusions or accountability for wrongdoing on the balance of probabilities, but in all cases those who make requests of the Commission will be supported, informed and treated fairly with sensitivity. This is underlined by the values underpinning all our work at the ICRIR: Integrity, Impartiality, Openness, Accountability and Respect.

Peter Sheridan
Commissioner for Investigations

Who we are

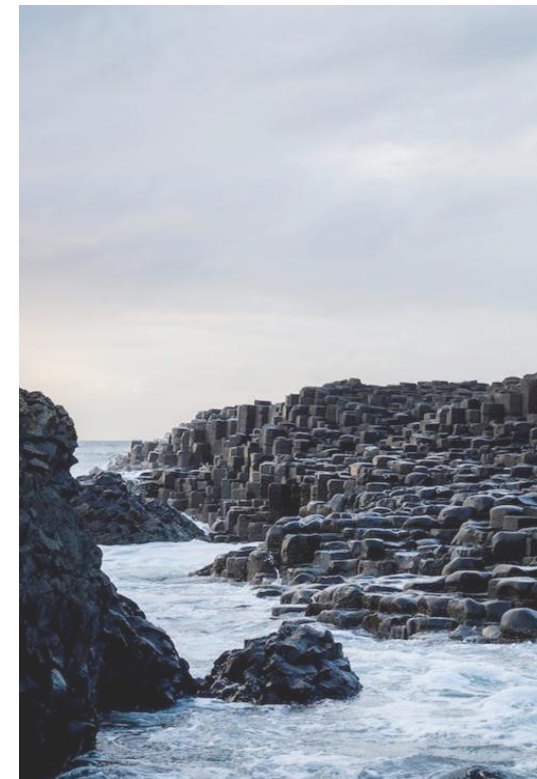
The Independent Commission for Reconciliation and Information Recovery is an independent organisation that has been established to recover information about Troubles/Conflict-related deaths and serious injuries to families, victims, and survivors and to promote reconciliation.

We are building a values-led organisation. We operate with integrity, impartiality, openness, accountability, and respect, as set out in our Code of Conduct. This is reflected in our fair and open recruitment processes. We encourage people to join us across all backgrounds, communities and faiths to help us deliver.

The Commission is based in Belfast, with further operational sites in Northern Ireland and London. Travel to all locations will be required, but hybrid working arrangements will help us support a range of flexible working patterns. This is an exciting opportunity to join an organisation with a unique and vital remit.

The Commission is formed of seven Commissioners, the Chief Commissioner, Sir Declan Morgan, the Chief Executive Officer, Louise Warde Hunter, and the Commissioner for Investigations, Peter Sheridan, as well as four Non-Executive Commissioners to provide challenge and scrutiny to the executive team.

We are committed to creating a diverse and inclusive workplace. We welcome applications from all communities and backgrounds, including underrepresented groups. We value diversity in our workforce as it enhances our ability to serve the communities of Northern Ireland and the United Kingdom.



ICRIR's Code of Conduct

- Integrity
- Impartiality
- Openness
- Accountability
- Respect

The Commission's work will:

- investigate deaths and other serious Troubles/Conflict-related incidents, where requested, including deciding whether a criminal investigation should be part of the investigation.
- as part of investigations, give the opportunity for individuals to make personal statements on how the incidents have affected them.
- require that any information necessary for our work is provided by PSNI, the security services, the Northern Ireland Office or any other public body and require that any person comes to the Commission to provide information.
- use police powers, where appropriate, including to secure evidence, arrest, and question suspects.
- produce and publish reports setting out the findings that have been determined from the investigations and addressing questions that have been raised by those making the request.
- refer deaths and other serious Troubles/Conflict-related incidents to prosecutors, where appropriate.
- produce a record of deaths that were caused by incidents during the Troubles/Conflict, and strive, through all it does, to promote reconciliation.

In addition to its principal objective to promote reconciliation, the Commission has agreed that a trauma and resiliency - informed approach should be taken in all its work and that it should follow three essential principles:

- Compliance with the ECHR;
- Respect for the principles of the 1998 Belfast Good Friday Agreement; and
- Focus on providing useful information to those affected by the Troubles/Conflict.

Our investigations

The Commission has been set up to investigate deaths and serious injury during the Troubles/Conflict, with an emphasis on providing information to victims, survivors, and families, including seeking to answer any specific questions they have. It will produce authoritative reports setting out the circumstances of the case, giving victims, survivors, and families the opportunity to make a public statement about the impact of the events on them.

We are embedding a trauma and resiliency - informed approach in how the Commission undertakes its investigations. We are not a traditional law enforcement body and are able to follow different practices where these will better support victims, survivors, and families. We are seeking talented, empathetic and committed individuals who have relevant experience, and are looking for the opportunity to do things differently.

We will undertake our work in three main stages, through three interlocking teams:

- **Stage 1: Support.** This is the start of an individual's journey with the Commission. Dedicated Case Support Workers will help individuals and families better understand how the Commission may be able help them (and what it will not be able to do), the different options available to them and the information that the Commission will need to move to the next stage. While this is the first stage of the journey, that support will be available throughout the entire process. The Case Support Team will provide a single point of contact and consistent, objective support for the requesting individual and family throughout their time with the Commission. They will respond to any questions and provide people with the space, time and information to make decisions that are right for them and the information recovery outcomes they seek.
- **Stage 2: Information Recovery.** In this next stage, a team of investigators will gather information and evidence and seek to answer the questions the requesting individual and family have raised. The team will need a range of skill sets, to comb through archives, interview witnesses and secure evidence. Investigators will work across a range of different cases at any one time to maximise progress and efficiency. Each investigation will be overseen by a Senior Investigative Officer. Investigators will be able to require access to all material from any previous fact-finding and determination processes, as well as all material held by the state, no matter how sensitive. They may also undertake new investigative work. Investigative teams will follow defined terms of reference for each investigation, which will start with a scoping exercise, based on an approach to cold case reviews that follows with internationally recognised best practice. This will inform the Commissioner for Investigation's decision on which

of three investigative routes will be most appropriate for the case. All three routes will embed the features required for an ECHR compliant investigation.

- **Focused investigations:** The focus of investigative work will be to recover information that can help answer or address those questions. In these cases, the Commission will not be duplicating previous investigative work and will likely to draw on previous work in discharging its duty to look into all the circumstances of the case. It will use its full range of statutory powers to seek the answers in existing records, including accessing any sensitive material it requires. It may undertake targeted new investigative work, such as interviewing witnesses, where this will help to address the questions that requesting individuals have raised.
- **Liability investigations:** In addition to aiming to address the questions that requesting individuals have raised, this type of investigation will seek to establish all the circumstances of the death or other harmful conduct. Such an investigation would be capable of leading to a referral for prosecution as evidence would need to be obtained to a standard that would support prosecution. The Commission's statutory powers, as well as the powers of a constable, may be utilised by the Commission.
- **Culpability investigations:** In addition to aiming to address the questions that requesting individuals have raised, this type of investigation will seek to establish to establish all the circumstances of the death or other harmful conduct. The Commission will use its full range of statutory powers to seek the answers in existing records, including accessing any sensitive material it requires. There may be a need for significant new investigative work, or re-investigation where the Commission considers duplication necessary. Material will be presented to the Chief Commissioner for findings, including determining the acts of individuals and organisations to be made on the balance of probabilities.
- **Stage 3: Findings.** The Chief Commissioner is responsible for the production of reports at the conclusion of investigations. In this work, they are supported by the Findings Team. A Findings Officer from the unit will be assigned to each investigation from an early stage and will independently challenge the direction of investigative work. As the investigation nears its conclusion, the Commissioner for Investigations and team will present their evidence to the Chief Commissioner who will assess and evaluate it to determine findings. Further investigative work may be requested. Reports will be produced to record the findings that have been made and to seek to address the requesting individual's questions.

Our Team

- **The Chief Commissioner** has overall responsibility for leading and setting the strategic direction of the Commission to enable it to achieve its overarching aims and objectives. He is responsible for the production and publication of final reports. He will be supported by a Findings Team who, under his supervision, will support in preparing reports. The Chief Commissioner chairs the Commission's **Board** which provides challenge, scrutiny and insight to enable the Executive Committee and wider team do its vital work.
- The **Chief Executive Officer** leads the efficient and effective running of the organisation, ensuring that it discharges its functions in line with all legal requirements and that staff are galvanised to work in support of the Commission's mission. They are the Accounting Officer for the organisation but do not take operational decisions on investigations, or reports.
- The **Commissioner for Investigations** leads the Investigations Directorate (covering the Case Support and Information Recovery teams) and is designated with the full powers and privileges of a constable. They are responsible for taking decisions about accepting a request and for how the investigations are conducted. The Commissioner for Investigations will oversee a trauma and resiliency - informed approach through all investigative work and will be supported by three Assistant Commissioners.

About the role

Job Title

Case Support Worker

Salary

£37,000

Location

Our main operational base is Belfast, and there is an operational site in London, and we would particularly welcome applications from candidates seeking to work in our London office.

As staff are split between our offices, regular travel may be required as will regular attendance in the office. Home working will be considered on occasions subject to operational requirements and in line with the Commission's approach on hybrid working.

How to apply

Application is by way of CV and Statement of Suitability, see page 15 for further details.

Working Pattern

Full time, part time and flexible working. The role may include occasional out-of-core-hours working.

Contract Type

This role is offered on a permanent contract. Secondment arrangements from other organisations will also be considered, including employer pension contributions.

Security Level

Willingness to be assessed against the requirements for SC clearance, if not already cleared. Please find further information on NSV (National Security Vetting), and [minimum UK residency eligibility requirements](#):
National security vetting: clearance levels - GOV.UK

Closing Date

13th August 2025

Interview Date

Expected week commencing 25th August 2025

We are recruiting further **Case Support Workers** to be part of the newly established Independent Commission for Reconciliation and Information Recovery (ICRIR) and to join the initial Case Support Team.

A key difference in the Commission's approach is that a request must be made before the Commission can carry out its investigations. These requests can include specific questions that the requesting individual and family wish to see addressed during the investigative work. We will seek answers to these questions by examining all existing material, including that which might not have been disclosed or made public during any previous fact-finding as well as following new lines of enquiry and seeking further evidence.

Each requesting individual or family will be offered a single person in the Case Support Team, who will be their primary point of contact throughout their engagement with the Commission. You and the other Case Support Workers will therefore be pivotal to individuals and families' experience of the Commission. You will help them understand what the Commission can do, support them to make informed decisions and always show respect and understanding as they move through their engagement with the Commission.

This is a role that can impact every individual and family who engages with the Commission and will see you actively involved across the work of the Commission. You will need to innovate in leading our trauma and resiliency informed, safeguarding approach and you will play a key role in embedding that practice right across the Commission. You will be empowered to challenge other areas of the Commission to properly consider the perspective of the requesting individual and family, and you will need to recognise when to bring in experts to talk to people directly.

Reporting to the Case Support Team Leader, your team sits within the Investigations Directorate, which will be multi-disciplinary with a mix of backgrounds and skills. You will play a crucial part in setting a new and unique culture reflecting the Commission's mission and values. You will work with the Information Recovery Teams to ensure there is a full understanding about how the Commission operates, what happens at each step and how people will be involved and updated at points in the investigation. You will build trust and get to know the requesting individuals and families as people, not cases. You will support in developing the request and preparing it for the next stage and will remain involved to help the Information Recovery team stay focused on what matters to the requesting individuals and families.

Key Responsibilities

- As a Case Support Worker (CSW), you will be the primary point of contact for a number of requesting families and individuals. You will provide an important conduit between them and the rest of the Commission, including primarily the Commission's Information Recovery and Findings and Reports teams. You will help ensure the Commission treats victims and survivors as people and understands their needs properly.
- Support individuals and families, helping them reach informed decisions about whether and how to submit a request for information recovery, and the next steps that will likely follow (including possible investigative routes and the range of possible outcomes, as well as what is unlikely to be possible).
- Work collaboratively across other parts of the Commission including:
 - Information Recovery teams, to maintain an up to date understanding of the progress of each investigation and chase progress updates for families where required; and Findings and Reports Unit teams similarly when cases reach that stage.
 - The Commission's clinical team to ensure the safeguarding needs of requesting families and individuals are met and ensure appropriate signposting to the Commission's emotional support offer.
- Work collaboratively with the Commission's clinical adviser to ensure the safeguarding and support needs of requesting families and individuals are met. This includes:
 - Working with the requesting individual or family to find ways to reduce the risk of re-traumatisation and to identify wellbeing or emotional support needs during their journey with the Commission.
 - Ensuring appropriate signposting to and uptake of the Commission's emotional support offer, if requesting individuals or families want that.
- Ensure that the Commission's Safeguarding Policy and Procedure are implemented and that individuals/families and members of the public in contact with the Commission are safeguarded appropriately, including making referrals to external organisations when necessary.

- Assist with the operationalisation of the Safeguarding Policy, implementing appropriate systems and processes, training and equipping Commission staff as required.
- Respond to incoming correspondence, identify the needs of those who make contact and offer a face-to-face meeting to discuss their enquiry.

We are happy to discuss the role and answer any questions you may have. Please feel free to contact us for an informal conversation about the role and our organisation.

We welcome the unique contribution diverse applicants bring and do not discriminate based on culture, ethnicity, race, nationality or national origin, age, sex, gender identity or expression, religion or belief, disability status, sexual orientation, educational or social background or any other factor.

Person Specification

Essential Criteria

- Demonstrate the values set out in the ICRIR Code of Conduct
- Willingness to be assessed against the requirements for SC clearance, if not already cleared.
- Minimum of three years post qualifying experience in a relevant area of practice.
- Current registration with a professional body.
- Expertise and recent experience of working directly with people in emotional distress and working within a trauma-informed practice framework.
- Significant experience of assessing safeguarding risks and taking appropriate action, including making referrals to external agencies and working within organisational safeguarding frameworks.
- Experience of engaging a wide range of stakeholders to gather, synthesize and evaluate information and make reasoned judgements.
- Personal empathy, excellent listening skills and a proven ability to build rapport with a range of stakeholders.

Desirable Criteria

- Knowledge of, or experience of investigations in, Northern Ireland.
- Educated to Degree level with a relevant professional qualification (social work, education, policing, youth work).
- Previous experience working in a legal, regulatory, or investigative role.
- Experience of consulting with groups/individuals who are experts through lived experience.

Our Recruitment Process

All applications for employment are considered strictly on the basis of merit. This job description should not be taken as constituting conditions of employment. You should consider if you can meet the values in the ICRIR Code of Conduct, especially in relation to any conflicts of interest that you might have. More information can be found at [ICRIR Code of Conduct – Independent Commission for Reconciliation & Information Recovery](#).

Additional information received after the closing date will not be considered. Failure to provide sufficient information in support of an application prior to the closing date will not be considered as grounds for an appeal if an applicant is not shortlisted for interview.

The selection and interview process will consist of two stages as detailed below:

Stage 1: Sift

Your application will be reviewed against the Person Specification above by a blended panel.

Please provide a CV setting out your career history, with key responsibilities and achievements. Please ensure you have provided reasons for any gaps within the last two years.

Please also provide a statement of suitability (max 800 words) setting out your key skills and experience against the essential criteria listed in the person specification.

Where appropriate, please indicate your location preference for the role – either Belfast or London.

Stage 2: Interview Successful candidates who meet the required standard at sift will be invited to an interview held via video conference or face-to-face.

At this stage, candidates will also be asked to complete a draft Declaration of Interest.

At your interview, you will be assessed on how your skillset and experience align with the essential and desirable criteria of this role.

We will try and offer as much flexibility as we can, but it may not be possible to offer alternative dates for assessments or interviews. You are therefore asked to note the timetables provided under the about this role section. Please note dates may be subject to change and we

reserve the right to close the job earlier than advertised.

You can apply for this post through Recruitment@icrir.independent-inquiry.uk

Outcome

Please note that if you are successful in your application, you will be asked to list any interests you have which may be relevant to this role and consider any potential conflicts of interest. Your provisional offer will also be subject to right to work checks, providing two satisfactory references and obtaining the relevant security clearance level. A formal offer will then follow. Please do not provide notice to your employer until the formal offer has been accepted.

If you have any questions or would like an informal chat about the role before applying, please contact Recruitment@icrir.independent-inquiry.uk

Guaranteed Interview Scheme (GIS)

We are committed to being an inclusive employer with a diverse workforce. We will offer an interview to any applicant with a disability who has indicated they would like to take part in our Disability Interview Scheme, provided they meet the essential criteria for the post as set out on the Person Specification page. Please let us know if this applies to you when submitting your application. If you need any reasonable adjustments to take part in our selection processes, please contact

Recruitment@icrir.independent-inquiry.uk

Merit Lists

If we identify more appointable candidates than we currently have posts available, we will hold applicant details on a reserve list from which further appointments can be made for a period of 12 months. This may include roles at a lower pay band.

If you don't want to be added to the reserve list, please contact Recruitment@icrir.independent-inquiry.uk

Expected Timeline

The anticipated timetable is as follows:

Advertisement Closing Date	13 th August 2025, 5pm
Stage 1: CV and Statement of Suitability	Week commencing 18 th August 2025
Stage 2: Interview	Expected week commencing 25 th August 2025
Outcome	September 2025

We will try and offer as much flexibility as we can, but it may not be possible to offer alternative dates for assessments or interviews. You are therefore asked to note the above timetable, exercising flexibility through the recruitment and selection process, in order to meet the dates given. Please note that these dates may be subject to change.

Benefits of working for the ICRIR

As an employee of the ICRIR, you will have access to a wide range of benefits. These include:

- ✓ **Investment in you.** Whatever your role, we take your career and development seriously and want to enable you to build a successful career. You will benefit from development opportunities, the opportunity to take bespoke training and study leave where applicable, as well as the opportunity to take secondments.
- ✓ **Flexible ways of working,** including a blend of office and home working and options for working compressed hours arrangements.
- ✓ A **supportive work environment**, with access to occupational health services, wellbeing support and disability friendly policies.
- ✓ A **positive work life balance.** We offer 30 days of annual leave in addition to 10 bank holidays observed in Northern Ireland from Day 1. In addition, you can take paid special leave for volunteering commitments up to 5 days per year.
- ✓ **Family Friendly Policies**, with generous maternity, paternity, adoption and shared parental leave notably more than the statutory minimums, including paid leave for prenatal and preadoption appointments, as well as paid compassionate and emergency leave. We also offer paid leave in the event of miscarriage and loss of a child.
- ✓ **High occupational sick pay** notably above statutory minimums (1-month full pay, 1 month half pay, rising to 4 months full pay, 4 months half pay in your 5th year with the ICRIR).
- ✓ **Tax-free charity donations**, interest free loans and salary advances via payroll
- ✓ **Travel and subsistence** where you are required to travel for work commitments with us.

Pension Package

The ICRIR operates the Northern Ireland Local Government Officers' Superannuation Scheme. This is a defined benefit scheme with a generous employer contribution rate that allows you to save while you are working to enable you to enjoy a pension when you retire and peace of mind when it comes to planning for your future retirement.

Benefits of the NI local government pension scheme include:

- ✓ Main defined benefit pension scheme, providing a pension payable for life with no investment uncertainty.
- ✓ Choice of a tax-free lump sum.
- ✓ Generous employer contribution rate.
- ✓ Able to nominate anyone for a tax-free lump sum in the event of your death.
- ✓ Option to take early retirement.
- ✓ Tax relief on all your pension contributions.

You can find further information about the scheme on www.nilgosc.org.uk/members

FAQs

Is this role suitable for part-time working?

This role is available for full-time, or flexible working arrangements (including job share partnerships).

Will the role involve travel?

Regular travel to and presence at the Belfast HQ will be required if you are not Belfast based.

Where will the role be based?

The post can be based in Belfast or London. Whichever office you choose to be based in, weekly travel to our other office may be required to support delivery of key objectives. Relocation costs will not be reimbursed, however, travel costs between Belfast and London can be reclaimed as an expense.

Can I claim back any expenses incurred during the recruitment process?

No. Unfortunately we will not be able to reimburse you, except in exceptional circumstances and only when agreed in advance.

What are the nationality requirements for this role?

To be eligible for employment to this role you must be a national from the following countries:

- The United Kingdom
- The Republic of Ireland
- The Commonwealth*
- A European Economic Area (EEA) Member State
- Switzerland
- Turkey

Certain family members of EEA, Switzerland and Turkish nationals are also eligible to apply regardless of their nationality. (*Commonwealth citizens not yet in the UK, who have no right of

abode in the UK and who do not have leave to enter the UK are ineligible to apply.) For further information on whether you are eligible to apply, please visit [gov.uk](https://www.gov.uk).

What reasonable adjustments can be made if I have a disability?

We are committed to making reasonable adjustments to support disabled job applicants and ensure that you are not disadvantaged in the recruitment and assessment process. If you feel that you may need a reasonable adjustment to be made, or you would like to discuss your requirements in more detail, please contact Recruitment@icir.independent-inquiry.uk

Do you offer an interview scheme for candidates with a disability?

We will offer an interview to any applicant with a disability who has indicated they would like to take part in our Guaranteed Interview Scheme, provided they meet the essential criteria for the post as set out on the Person Specification page. Please let us know if this applies to you when submitting your application.

Is security clearance required?

Yes. If successful you must hold the required security clearance or be willing to obtain the required security clearance for this role. Information about the vetting process can be found [online](#).

What do I do if I want to make a complaint?

The law requires that selection is on merit on the basis of fair and open competition. If you feel your application has not been treated in accordance with

this and our values, and you wish to make a complaint, contact

Recruitment@icrir.independent-inquiry.uk

What should I do if I think that I have a conflict of interest?

Candidates must note the requirement to declare any interests that might give rise to a conflict of interest. You should consider the policy [ICRIR Code of Conduct – Independent Commission for Reconciliation & Information Recovery](#) and if you believe that you may have a conflict of interest, before submitting your application please contact Recruitment@icrir.independent-inquiry.uk

Data Sharing

We will ensure that we will treat all personal information in accordance with data protection legislation, including the General Data Protection Regulation and Data Protection Act 2018.

The legal basis for processing your personal data

Processing is necessary for the performance of a task carried out in the public interest.

Personal data are processed in the public interest because understanding employee experiences is important to inform decisions taken to improve these experiences, and ultimately organisation performance.

Sensitive personal data is personal data revealing racial or ethnic origin, political opinions, religious or philosophical

beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation.

The legal basis for processing your sensitive personal data

Processing is necessary for reasons of substantial public interest for the exercise of a public body: it is important to know if groups of staff with specific demographic characteristics have a better or worse experience, so that appropriate action can be taken to level this experience.

Processing is of a specific category of personal data and it is necessary for the purposes of identifying or keeping under

review the existence or absence of equality of opportunity or treatment between groups of people with a view to enabling such equality to be promoted or maintained.

Please note if you are successful in your application, your sensitive personal data will be used as part of the on-boarding process to build your employee record.

Contact Us

If you would like to submit an application or ask more information about this role, please contact Recruitment@icrir.independent-inquiry.uk