



Investigations Executive

Location: London

Reports to: Investigations Manager

Role: To administer the CAP Code, through the investigation of complaints from the public and the industry.

Context: the jobholder will be organised and self-motivated with excellent communication and analytical skills in order to thoroughly investigate complaints from the public and industry

Key Accountabilities:

- Liaise/negotiate with advertisers and media, consultants and other regulatory bodies and organisations to conduct high quality, timely and consistent investigations, which take account of consumers' sensitivities and commercial realities, into advertising complaints that require detailed investigation.
- Conduct investigations with minimum supervision and to agreed performance targets, consulting the Investigations Manager and, if appropriate, the Head of Investigations.
- Use internal and external systems and databases to seek evidence, information and other material for investigations. Use internal systems and databases to maintain accurate records of investigations.
- Analyse and assess information submitted in a thoughtful, thorough, mature and unbiased manner, forming a realistic estimate of the extent of any detriment to consumers and paying due regard to regulatory Codes, fairness, practicality and the legitimate commercial interests of advertisers.
- Draft provisional decisions for presentation to the ASA Council and subsequent publication on the ASA website. Prepare briefings on issues and make presentations as required.
- Maintain awareness of current developments within the advertising environment generally and trends across all media.
- Work closely with the Broadcast Investigations team to ensure consistency on all- media issues and on occasion work on investigations into claims that have appeared in broadcast as well as non-broadcast media.
- Liaise with the Compliance and the Code Policy and Monitoring teams on complaint handling issues, as appropriate, identifying cases which might require immediate intervention.
- Establish and maintain good working relationships with other regulators and organisations e.g. the OFT, the Financial Services Authority, Trading Standards Departments and ICSTIS.
- Carry out ad hoc assignments at the request of the Investigations management team.

Key requirements:

- Degree level education or the ability to demonstrate equivalent level of knowledge and experience.
- Two years experience of working in the advertising, consumer/legal affairs or a related commercial environment with the understanding of Advertising Codes an advantage.
- Ability to demonstrate accurate and concise written communication, including excellent report writing skills.
- Excellent verbal communication including strong influencing skills.
- Ability to think analytically and resolve problems, underpinned by sound judgement.
- Ability to plan and organise work effectively when under pressure, meeting strict deadlines and getting others to do so.
- Flexible approach: ability to work well as part of a team or on own initiative.
- IT literacy and experience of using case management and database systems.

Process to Apply:

Please apply by emailing your up to date CV and a covering statement explaining why you believe your skills, experience and approach meet the role requirements and why you want to work for the ASA to Jacqui Harrison on careers@asa.org.uk.