

# Casework Officer Recruitment Pack

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# Introduction

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Thank you for your interest in the role of Casework Officer at the Public Services Ombudsman for Wales.

Our recruitment process aims to attract quality applicants and above all to recruit the best people.

This Recruitment Pack contains information about the PSOW, the recruitment process and how to apply for the role.

Please visit our website [www.ombudsman.wales](http://www.ombudsman.wales) for further information about the office.

# About the Ombudsman

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# About the Ombudsman

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The Ombudsman has three specific roles. The first is to consider complaints about public service providers in Wales; the second is to consider complaints that members of local authorities have broken the Code of Conduct; the third is to set complaints handling standards for public service providers. The Ombudsman is independent of all government bodies and the service provided is free of charge. More information about the work of the office is provided below.

## Complaints about public service providers

Under the Public Services Ombudsman (Wales) Act 2019, the Ombudsman considers complaints about bodies providing public services, where responsibility for their provision has been devolved to Wales. The Ombudsman can also commence investigations on his own initiative, where he considers there is reasonable suspicion of systemic maladministration causing personal injustice.

## Code of Conduct Complaints

Under the provisions of Part III of the Local Government Act 2000, together with relevant Orders made by the National Assembly for Wales under that Act, I consider complaints that members of local authorities have breached their authority's Code of Conduct.

## Complaints Standards

Under the Public Services Ombudsman (Wales) Act 2019, the Ombudsman can set complaint-handling standards for public service providers in Wales, publish data on complaints and support good complaint handling through providing training.

# OUR VALUES



## PSOW Values

PSOW believes that culture affects every aspect of how we operate and how work gets done. We trust employees' sense of purpose, and the set of values we operate by, to steer our culture. The aim of our values is to provide a template for the behaviours and standards expected when working for us, outlining the way we do things here.

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| <b>A</b> | <b>Achievement:</b><br>Doing the best you can  |
| <b>T</b> | <b>Togetherness:</b><br>Being respectful to each other and working collaboratively for the organisation to succeed |
| <b>P</b> | <b>Positivity:</b><br>Showing enthusiasm and pride about who we are and in what we do                              |
| <b>S</b> | <b>Supportiveness:</b><br>Being there for each other and appreciating our diversity                                |
| <b>O</b> | <b>Ownership:</b><br>Taking responsibility for everything we do  |
| <b>W</b> | <b>Willingness:</b><br>Having a keen, flexible and can-do approach   |

# A FairPlay Employer



The Public Services Ombudsman for Wales strives to ensure that people using his service, and those who are employed by him, are treated equally and that he does not inadvertently discriminate against members of any particular group in society.

We are Disability Confident Committed and have therefore signed up to:

- ☐ inclusive and accessible recruitment
- ☐ communicating vacancies
- ☐ offering an interview to disabled people
- ☐ providing reasonable adjustments
- ☐ supporting existing employees

We have achieved Silver FairPlay Employer accreditation under the Chwarae Teg FairPlay Employer Scheme.

# About the role

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# Job Description

	Team	Job Title
<b>Role:</b>	<b>Complaints Assessment Team</b>	<b>Casework Officer</b>
<b>Pay Grade:</b>	PSOW Grade CA1-CA4	
<b>Salary:</b>	£23,544 - £25,992	
<b>Responsible to:</b>	Investigation Manager / Assistant Investigation Manager	
<b>Contract Type:</b>	Permanent – 37 hours per week (Job share and part-time working may be available)	
<b>Annual Leave:</b>	32 days per year plus public holidays	
<b>Pension Scheme:</b>	Civil Service Pension Scheme	
<b>Location:</b>	Flexible working arrangements	
<b>Welsh Language Requirements:</b>	Welsh Language Essential	

# Purpose of the role

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The Casework Officer provides a courteous, informative and responsive service to members of the public and others who may contact the Ombudsman's office with complaints or enquiries. The Casework Officer manages a caseload, undertakes initial assessments of complaints and exercises the Ombudsman's delegated authority.

# Responsibilities

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- ☐ Register new complaints in accordance with the Ombudsman procedures.
- ☐ Update the case management system as necessary.
- ☐ Deal efficiently and courteously with enquiries from members of the public or others, whether received via telephone, letter, email or face to face visit, providing appropriate information and making relevant records in accordance with the Ombudsman's procedures.
- ☐ Take oral complaints (by telephone or face to face) and complete complaints forms using the details provided by complainants.
- ☐ Give initial consideration to complaints made to the Ombudsman and, as appropriate to the grade of the post, determine or propose complaint outcomes, including informal resolution, referral within the office for further consideration or closure.
- ☐ Manage a caseload and achieve targets for timely resolution or progression of cases.
- ☐ Exercise as appropriate, the Ombudsman's delegated authority, making and communicating casework decisions as necessary.
- ☐ Maintain a broad understanding of key changes in law and practice affecting the Ombudsman's jurisdiction.

# Responsibilities Continued

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- ☐ Contribute constructively to the development and improvement of office procedures, policies and plans.
- ☐ Follow all PSOW policies and procedures as laid out in the policy documents, induction packs, the Hub etc.
- ☐ Contribute to PSOW's commitment to good information handling practices by complying with Data Protection Law and PSOW policies and procedures, particularly in respect of any personal data or confidential material.
- ☐ Take reasonable care of your own wellbeing and health and safety and that of colleagues.
- ☐ Undertake any other duties, commensurate with the skills and experience expected for this role, which from time to time may be allocated by a relevant line manager.
- ☐ Operate across the whole of the Ombudsman's current or future jurisdiction and in whichever operational team the Ombudsman considers appropriate to meet the objectives of the service.
- ☐ To conduct work bilingually through English and Welsh (oral and/or written) where appointment has been confirmed on that basis or where training and development to an appropriate level has been supported by the Ombudsman.
- ☐ Act in accordance with the Ombudsman's policy statement on Equal Opportunities and provide a service which is fair and equitable to all.
- ☐ Act at all times in accordance with the Ombudsman's Values

# Requirements

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## Essential Criteria

- ☐ Fluent in Welsh both written and oral
- ☐ Excellent administrative skills.
- ☐ Experience of working/operating in a customer focused environment.
- ☐ Proven competence with IT systems.
- ☐ Excellent written and oral communication.
- ☐ A good team member but with the ability to act on own initiative.
- ☐ Absolute discretion and an understanding of the need for confidentiality.
- ☐ Experience of providing a service which is fair and equitable to all regardless of age, disability, ethnicity, sex, gender reassignment, pregnancy or maternity, sexual orientation, religion or belief, whether they are married or in a civil partnership, or on the basis of any other irrelevant consideration.

# Requirements

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## Desirable Criteria

- ☐ Previous experience within a public service.
- ☐ Previous experience of managing a caseload and/or handling complaints.
- ☐ Broad knowledge and understanding of the Ombudsman's jurisdiction, and of the operation of relevant legislation and complaints procedures (or an ability to gain this understanding).
- ☐ Experience using IT systems including case management or document management systems.
- ☐ Full driving licence, willing to drive to undertake work/role and use of car for work purposes.

# How to Apply

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# Applying for the role

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To apply, please complete and return the Application Form. You may apply in English or Welsh however it should be noted that, as this appointment is for a fluent Welsh speaker, elements of both the tests and interview will be carried out in Welsh. An application in Welsh will be treated no less favourably. Within the Application Form you are asked to:

- ☐ Provide your personal details. Please complete this section accurately [as the information you provide here helps us to comply with the Asylum and Immigration Act 1996].
- ☐ Provide details of your employment history over the last 10 years. When completing this section, please make sure you include details of your current or most recent job, even if you feel that the job is not relevant to your current application.
- ☐ Set out your skills, experience and achievements that you believe will help you to contribute in this post to the Ombudsman's objectives together with the Supporting Statement. Please ensure you do not go over the specified word counts.
- ☐ Provide details of qualifications gained through education and training alongside any professional memberships you may hold.
- ☐ Provide details of two people who may be approached to act as professional/personal referees. One of these should be your current or last employer.



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- ☐ Complete the Equality Monitoring Form. This form will be handled separately and confidentially from your application form and will not be used to assess your suitability for employment.

We are unable to consider late or incomplete applications. It is your responsibility to ensure that your application meets the requirements details above.

# Guidance on how to apply

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The application form you complete and submit will form part of the selection process. Please therefore ensure you take your time and complete the form as fully and accurately as possible using black type or ink.

- ☐ Read through the Job Description and this Recruitment Pack carefully before starting to complete the Application Form. All recruitment documentation, including the Application Form, is available in Welsh and English.
- ☐ Application forms must reach us by the closing date as stated on the advertisement and Recruitment Pack.
- ☐ The Application Form is available as a Microsoft Word document: you are encouraged to complete the Word version and email it together with the Equality Monitoring Form to [recruitment@ombudsman.wales](mailto:recruitment@ombudsman.wales)
- ☐ Candidates sending their applications by email should note that the time of receipt will be defined by the Ombudsman's server. Candidates who prefer to submit their Application Form and Equality Monitoring Form by post should send them to the postal address detailed on the next page. Please note that first class mail does not guarantee next day delivery. We will not accept any application where we are asked to pay a shortfall in postage.
- ☐ You must complete all parts of the form. Failure to do so may result in your application being rejected.
- ☐ Complete the Equality Monitoring Form. The details you give on this form will not form part of the selection process.
- ☐ We recommend that you make and keep a copy of your completed form and job description for your records.

# Submitting your application

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Our preferred method of receipt of applications is electronically to the following email address by the closing date:  
[recruitment@ombudsman.wales](mailto:recruitment@ombudsman.wales)

Alternatively, you can print your Application Form and send it to:

Recruitment  
Public Services Ombudsman for Wales  
1 Ffordd yr Hen Gae  
Pencoed  
CF35 5LJ

Please ensure you have attached:

- Completed Application Form
- Equality Monitoring Form

For informal enquiries about the role, please contact Recruitment on 01656 644214 or email  
[recruitment@ombudsman.wales](mailto:recruitment@ombudsman.wales)

# Recruitment & Selection Process

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# Recruitment & Selection Process

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## Initial Sift

The selection panel will consider all complete applications. The panel will consider the relevant knowledge, skills and experience demonstrated in your application. The information you provide is therefore vital in deciding whether you will be shortlisted for further consideration.

## Tests / Interviews

Shortlisted candidates will be invited to the formal selection process consisting of both tests and interview. Due to the current Work at Home regulations, these are expected to be undertaken remotely via Teams/Zoom.

## Special Requirements

If you have any special requirements because of, for example, a disability please contact Recruitment on 01656 644214 or [recruitment@ombudsman.wales](mailto:recruitment@ombudsman.wales) who will be pleased to assist you.

## Languages to be used in assessment and interview

The language(s) (Welsh / English) used in assessment and interview will depend on the requirements of the post and the preferences of the candidates.

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## Appointment

Prior to appointment:

The successful candidate will need to prove that they are eligible to work in the UK; complete a Health Questionnaire; and provide information of any unspent criminal convictions.

The PSOW will need to receive suitable references for your appointment to the role.

# Data Protection

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# Privacy Notice

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Our Privacy Notice explains the way in which the Public Services Ombudsman for Wales will handle your personal information (or the personal information of an individual in relation to whom you are acting). The privacy notice takes account of the requirements of the General Data Protection Regulation and the Data Protection Act 2018.





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PUBLIC SERVICES OMBUDSMAN FOR WALES

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