

Investigation Officer Recruitment Pack

Closing Date: Midday, 05 September 2022

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Introduction

Thank you for your interest in the role of **Investigation 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 for further information about the office.

About the Ombudsman

About the Ombudsman

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.

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

Benefits

- Competitive salary
- Civil Service Pension Scheme
- Flexi-time Scheme
- Gym Membership
- Cycle to Work Scheme
- Health Cash Plan
- Discounted Purchase Scheme
- 32 days annual leave plus bank holidays pro rata for part time employees
- Excellent on-site facilities and equipment for home working
- Free external counselling and occupational health support

About the role

Job Description

	Team	Job Title
Role:	Investigation Team	Investigation Officer
Pay Grade:	PSOW Grade INV8-12	
Salary:	£33,486-£44,625	
Responsible to:	Investigation Manager	
Contract Type:	Permanent – 37 hours per week (Job share and part-time working may be available)	
Annual Leave:	32 days per year plus public holidays	
Pension Scheme:	Civil Service Pension Scheme	
Location:	Pencoed / Flexible from Home	
Welsh Language Requirements:	Welsh Language Desirable	

Purpose of the role

To provide an efficient, courteous, informative and responsive service to members of the public who contact the Ombudsman in addition to assessing and investigating complaints made to the Ombudsman.

Responsibilities

- ☐ Assess, determine and investigate complaints made to the Ombudsman in accordance with the operational procedures and standards determined by the Ombudsman and within the authority delegated by the Ombudsman.
- ☐ Attempt, where appropriate, a quick informal resolution of complaints or investigate these such complaints as required.
- ☐ Negotiate and secure local settlements with appropriate outcomes.
- ☐ Reach conclusions, propose findings and recommendations to the Ombudsman during full investigations while acting within the Ombudsman's delegated authority in a timely manner.
- ☐ Draft and issue relevant decision letters, resolution letters and reports in accordance with the Ombudsman's operational procedures.
- ☐ Ensure as appropriate that compliance with recommendations made to listed authorities is monitored and evaluated.
- ☐ Provide advice and guidance to members of the public or representatives of bodies within jurisdiction as required and in accordance with the operational procedures and standards determined by the Ombudsman.
- ☐ Update the case management systems as necessary.

Responsibilities Continued

- ☐ Keep abreast of current developments in law and current practices appropriate to the Ombudsman's Jurisdiction.
- ☐ Assist senior colleagues with any other duties including representing the Ombudsman at legal hearings or at meetings with external bodies which from time to time may be allocated to you by a senior colleague.
- ☐ Contribute constructively to developing and improving office procedures, policies and plans.
- ☐ Follow all PSOW policies and procedures as laid out in the policy documents, induction packs, the Hub intranet 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 own wellbeing and health and safety and of others who may be affected by those actions.
- ☐ 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.
- ☐ Act in accordance with the Ombudsman's Values at all times.

Requirements

Essential Criteria

- ☐ Previous experience of leading and carrying out complex investigations
- ☐ Ability to assess complicated information, recognising key issues in complex cases immediately, in order to make reasoned decisions on the evidence provided in addition to
- ☐ Ability to plan and prioritise work accordingly to meet timescales and produce a high volume of work
- ☐ Ability to seek out facts, analyse information, take witness statements arrive at a conclusion and make sound reasonable recommendations
- ☐ Strong ability to adapt to change and absorb new information and legislative change quickly
- ☐ Excellent administrative skills
- ☐ Experience of working/operating in a customer focused environment
- ☐ Excellent interpersonal skills and telephone manner

Requirements

Essential Criteria Continued

- ☐ 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
- ☐ Proven competence with computers including Microsoft Office
- ☐ Experience using computer software such as database systems, time recording systems, bespoke systems etc.
- ☐ Experience of providing a service which follows the Equality Act 2010

Desirable Criteria

- ☐ 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).
- ☐ Ability to conduct work in Welsh (oral and/or written)
- ☐ Previous experience within the public sector
- ☐ Full (clean) driving license
- ☐ Willing to drive to undertake work/role

How to Apply

Applying for the role

To apply, please complete and return the Application Form. You may apply in English or 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.
- ☐ 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 and is received by the Ombudsman by the closing date.

The closing date for applications is Midday, 05 September 2022. Applications received after that time and date, for whatever reason, cannot be considered.

Longlisted candidates will be invited to complete an online psychometric test.

Guidance on how to apply

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
- ☐ 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

Our preferred method of receipt of applications is electronically to the following email address by the closing date:
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

Recruitment & Selection Process

Recruitment & Selection Process

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.

Special Requirements

As an employer committed to the Disability Confident Scheme, all applicants who meet the essential criteria and are disabled will be shortlisted. If you have any special requirements because of, for example, a disability please contact Recruitment on 01656 644214 or 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.

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.

Timetable

The timetable to which we are working is summarised below. If you are successful at each of the stages, you will be expected to make yourself available for the following stage and ultimately the interview dates. Applicants who are not available to attend for interview on the date offered can apply but may not be considered for this role.

Closing date: Midday, Monday 5 September 2022

Data Protection

Privacy Notice

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
