



**Ombwdsmon**  
**Ombudsman**  
Cymru • Wales

# **Graduate Trainee Investigation Officer**

## **Recruitment Pack**

**Closing Date: 5 pm, 26 April 2024**

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# Introduction

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Thank you for your interest in the role of **Graduate Trainee Investigation Officer** at the Public Services Ombudsman for Wales.

Our recruitment process aims to attract quality applicants and above all, to recruit the best “fit” for both the role and the Organisation.

This Recruitment Pack contains information about the Public Services Ombudsman for Wales, 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 about councillors breaching the Code of Conduct; the third is to drive systemic improvement of public services and standards of conduct in local government in Wales. The Ombudsman is a Corporation Sole and Accounting Officer for the office. The Ombudsman is independent of all government bodies and the service provided is free of charge. The Ombudsman has set out her ambitions in her Strategic Plan 2023 - 2026 which can be viewed on our website. 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 her own initiative, where she 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, the Ombudsman considers complaints that members of local authorities have breached their authority's Code of Conduct.

## **Driving Systemic Improvement/Standards of Conduct**

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 her service, and those who are employed by her, are treated equally and that she 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 who meet the PS
- providing reasonable adjustments
- supporting existing employees

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

# Benefits

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



# About the role

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# Job Description

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	Job Title
<b>Role:</b>	<b>Graduate Trainee Investigation Officer</b>
<b>Salary:</b>	Entry £27,000, Year 2 £30,000, Year 3 £33,000, Year 4 £37,338 Year 5 onwards annual increments up to £48,474 pa
<b>Responsible to:</b>	Head of Public Service Complaints
<b>Contract Type:</b>	Permanent – 37 hours per week
<b>Annual Leave:</b>	32 days per year plus public holidays
<b>Pension Scheme:</b>	Civil Service Pension Scheme
<b>Location:</b>	Hybrid Working (Bridgend/Home)
<b>Welsh Language Requirements:</b>	Welsh Language Essential

# Purpose of the role

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The Graduate Trainee Investigation Officer will undertake a three year development programme in order to develop the skills and capabilities to deliver the role of Investigation Officer. The role of an Investigation Officer is 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

## As a Graduate Trainee:

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- To undertake and complete a full rotational training programme to develop an understanding of each of the functions within the office
- To develop a full understanding of the Ombudsman's jurisdiction and the application of it across the office
- To successfully complete each year, the objectives outlined for development as part of the Graduate Trainee Programme
- To perform to a level required in order to evidence learning and development in line with the Graduate Trainee role
- Undertake supervised casework to demonstrate relevant skills and knowledge development
- Undertake both internal and external training in line with role requirements

# Responsibilities

## As an Investigation Officer

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- 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 her
- 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 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 (3)

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- 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
- Follow all PSOW policies and procedures as laid out in the policy documents, induction packs, the 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 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

# Responsibilities Continued (4)

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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:

**Achievement**                      Doing the best you can

**Togetherness**                      Being respectful of each other and working collaboratively for the organisation to succeed

**Positivity**                              Showing enthusiasm and pride about who we are and in what we do

**Supportiveness**                      Being there for each other and appreciating our diversity

**Ownership**                              Taking responsibility for everything we do

**Willingness**                              Having a keen, flexible and “can do” approach

# Requirements Person Specification

## As a Graduate Trainee:

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### Essential Criteria

- Degree (or awaiting results) in Law, Public Administration or similar subject area
- Fluent Welsh, the ability to conduct work in Welsh (oral and written)
- Excellent communication skills

### Desirable Criteria

- Relevant work placement experience (voluntary or paid work)
- Demonstrate a commitment to justice, fairness and public service



# Requirements Person Specification

## As an Investigation Officer

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### Essential Criteria

- Ability to assess complicated information, recognising key issues in complex cases immediately, in order to make reasoned decisions on the evidence provided
- 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
- Excellent interpersonal skills and telephone manner
- Excellent written and oral communication
- A good team member but with the ability to act on own initiative

# Requirements Person Specification

## As an Investigation Officer (Continued)

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### Essential Criteria

- Absolute discretion and an understanding of the need for confidentiality
- Proven competence with computers including Microsoft Office

### 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)
- Full (clean) driving license willing to drive to undertake work/role

# 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. 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 if you have any. 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, educational achievements and any experience (both voluntary or paid) that you believe will help you to contribute in this post to the Ombudsman's objectives. Please ensure you do not go over the specified word counts if and where they apply.
- Provide details of qualifications gained through education and training alongside any professional memberships you may hold (if relevant).
- Provide details of two people who may be approached to act as professional/personal referees. If you have one, choose a referee from your work experience/course. We will only apply for references once an offer is made.
- 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. This form is used for equality monitoring purposes only.

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We are unable to consider late or incomplete applications. Please ensure you provide sufficient examples against the criteria to evidence your competence e.g. saying you have experience in an area is insufficient, you need to include what you have actually done.

**The closing date for applications is 5 pm 26 April 2024.** Applications received after that time and date, for whatever reason, cannot be considered.

We reserve the right to close the vacancy early should sufficient applications be received, consequently, do not delay in applying for this role.

# 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 present your documents 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 application documents 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

If you have questions that are not answered in this pack, 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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The selection panel will consider all complete applications. The panel will consider the relevant knowledge, skills and any experience demonstrated in your application. The information you provide is therefore vital in deciding whether you will be shortlisted for further consideration. Please make sure you provide examples, as saying “I have experience of....” and not providing an example of what you have done, will not provide sufficient evidence for us to score you on that particular element.

## **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](mailto:recruitment@ombudsman.wales) who will be pleased to assist you.

## **Languages to be used in assessment and interview**

This post requires a fluent Welsh speaker. This means that testing and interviews are likely to be carried out in Welsh for this post.

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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 also need to receive suitable references for your appointment to the role. References will only be applied for after an offer of employment is made and accepted.

**Closing date: 5 pm on 26 April 2024**

**We reserve the right to close this vacancy early should sufficient applications be received.**

# 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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