



**Ombwdsmon
Ombudsman**
Cymru • Wales

Lead Data Officer Recruitment Pack

Closing Date: 5 pm Friday 10 May 2024

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Introduction

Thank you for your interest in the role of **Lead Data 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 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 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

- 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

Job Description

	Job Title
Role:	Lead Data Officer
Salary:	£39,186 - £46,484 PSOW Grade SUP19 – SUP22 (Annual incremental progression)
Responsible to:	Head of Policy, Communications and EDI
Contract Type:	Permanent – 37 hours per week
Annual Leave:	32 days per year plus public holidays
Pension Scheme:	Civil Service Pension Scheme
Location:	Hybrid Working (Bridgend/Home) or Remote Working
Welsh Language Requirements:	Welsh Language Desirable

Purpose of the role

The Lead Data Officer is responsible for the leadership and oversight of data captured across PSOW and the development and delivery of a Data Strategy and data analytics programme for PSOW systems. The postholder will work with staff across the organisation to understand the data we gather, improve the consistency and also relevance of data collected and use data analysis tools and techniques to provide insight to guide the work of the office.

Responsibilities

- Leadership and oversight of all data captured across the Organisation
- The development and delivery of a Data Strategy and data analytics programme for the office
- To identify key data sources from across the office and external data held by others that is relevant to the Ombudsman's work
- To implement annual action plans for the delivery of the Data Strategy and data analytics programme
- To engage and understand user needs for data and shape data collection and validation to ensure its validity and value
- To work with the Head of Complaints Standards, the Data Reporting Officer and other staff to develop a collaborative and cohesive approach to data analysis, reporting and visualization
- Participate in building an open, supportive culture across the office
- To participate in external and professional networks, as required, including within the Welsh Public Sector and Ombudsman networks
- To take reasonable care of own wellbeing and health and safety and of others who may be affected by those actions

Responsibilities Continued

- ❑ To undertake any other duties, commensurate with the skills and experience the post holder is expected to have and commensurate with the grade, which from time to time may be allocated by the Ombudsman, Chief Operating Officer or Director of Investigations.
- ❑ 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

Knowledge and experience

Essential Criteria

- ❑ Degree or equivalent in a relevant technical discipline
- ❑ Postgraduate training/qualification in a relevant data analytics/data science discipline
- ❑ Experience in at least one of the following areas;
 - ❑ Data Engineering – such as the design of algorithms, implementation of big data solutions, SQL and NoSQL database systems, statistical analysis languages and tooling
 - ❑ Data analytics – including use of Excel and for example, statistical modelling, regression analysis, pattern recognition, supervised and un-supervised learning, data mining and predictive analysis
 - ❑ Data management – such as the manipulation and analysis of complex, high volume and high dimensionality data, data modelling and cloud storage
 - ❑ Story-telling and data visualisation – including the visualisation of insights drawn from data and building of data driven products using products such as Power BI and Tableau

Requirements Person Specification

Knowledge and experience Continued

Essential Criteria

- Proven track record of developing and using data analytics to provide insight to support and guide an organisation's work and/or priorities
- An ability to interpret complex data
- Experience using computer software such as database systems, time recording systems, bespoke systems etc.

Desirable Criteria

- Experience of using languages/tools such as SQL, Power BI, R, SAS or Python

Requirements Person Specification

Skills and Personal Attributes

Essential Criteria

- Strong analytical mindset with the ability to ask insightful questions and think critically
- An ability to shape and lead on all aspects of data analytics
- A problem solving mindset and an ability to understand and define problems and to propose solutions
- Able to work constructively and professionally with people at all levels within the organisation and those from other organisations
- Excellent written skills to support production of clear information to present data and results of data analysis
- Good oral communication skills and an ability to engage with both internal colleagues and external stakeholders
- Proven ability to effectively communicate complex issues in a compelling way to different audiences
- Ability to work under own initiative

Requirements Person Specification

Skills and Personal Attributes Continued

Desirable Criteria

- Wider technical understanding with a broad understanding of digital, data and technology opportunities which support delivery of strategic objectives
- Knowledge of public sector service delivery in Wales
- Commitment to justice and equality

Language Skills - Desirable Criteria

- The ability to conduct work through the medium of Welsh

Special Conditions

- The Ombudsman operates a no smoking policy

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 and experience for 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, 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 are currently employed, you should choose one referee from your current employment. 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.

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 Friday 10 May 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

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
- 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 application documents 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

If you have questions that are not answered in this pack, 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 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 who will be pleased to assist you.

Languages to be used in assessment and interview

Assessments and interview may be carried out in both English and Welsh. We will only carry out assessments or interview in Welsh if you have declared you are a Welsh speaker.

Appointment

Any offer is subject to the successful candidate proving they are eligible to work in the UK; completion of a Health Questionnaire; and providing 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 Friday 10 May 2024

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

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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