

Recruitment Pack

Audit & Risk Assurance Committee

or

Advisory Panel Independent Members

Closing Date: Midday, 7 November 2022

Mae'r ddogfen hon hefyd ar gael yn y Gymraeg

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Introduction

Thank you for your interest in the role of **Audit & Risk Assurance Committee or Advisory Panel Independent Member** 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 us, our recruitment process and how to apply for the role.

Please visit our website www.ombudsman.wales for further information about the office.

Who may apply

As our role is to impartially and independently consider complaints about all devolved public services in Wales, anyone employed by a Welsh public body in an officer role is **not eligible** for appointment.

However, as the role of member of the ARAC or Panel is not an operational role within PSOW, anyone who is appointed to a board role in a scrutiny capacity (for example, on an audit committee of a public body), may apply.

If you would like to discuss any potential conflict with the role before you submit an application please contact us for an informal discussion.

About us

About us

We have three specific roles:

Complaints about public service providers

Under the Public Services Ombudsman (Wales) Act 2019, we consider complaints about bodies providing public services, where responsibility for their provision has been devolved to Wales.

Code of Conduct Complaints

Under the Part III of the Local Government Act 2000, together with relevant Orders under that Act, we consider complaints that members of local authorities have breached their authority's Code of Conduct.

Proactive improvement

Under the Public Services Ombudsman (Wales) Act 2019, we can set complaint-handling standards for public service providers in Wales, publish data on complaints and support good complaint handling through providing training. We can also launch investigations on our own initiative, where we consider there is reasonable suspicion that people have been treated unfairly and suffered personal injustice as a result.

We are independent of all government bodies and our service is free of charge.

Our Strategic Plan and Aims

Our previous Corporate Plan covered the period from 2019 to 2022. We are now developing new strategic aims to deliver our ambition for the office:

- ❑ People of Wales feel that public services treat them fairly and respond when things go wrong.
- ❑ Welsh public services listen to individuals and use their complaints to learn and improve.
- ❑ Welsh local government is trusted to deliver the highest standards of conduct.
- ❑ The Public Services Ombudsman for Wales continues to be an influential and respected voice in public service improvement.

The four proposed Aims of the Plan are:

1. Delivering justice with a positive impact for people and public services
2. Increasing accessibility and inclusion
3. Expanding our proactive improvement work
4. Ensuring that we are a healthy, efficient and accountable organisation

OUR VALUES



Our values

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

Equality, diversity and inclusion



We are proud to be an equal opportunities and inclusive employer.

We are a Disability Confident Committed employer.



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



Ymwybyddiaeth am Awtistiaeth
Autism Aware

We are certified as an Autism Aware Employer.

We work with Black History Month to promote our recruitment opportunities among diverse communities.



To promote more diversity in our workforce and governance roles, we will shortlist your application if you identify as **disabled** or from a **diverse ethnic background**, provided that you meet all essential criteria.

About the role

Purpose of the role: Advisory Panel

The role and responsibilities of the **Advisory Panel** are:

To assist the Ombudsman in establishing:

- the PSOW's strategic direction, aims and objectives and targets;
- key business policies;
- key employment strategies and policies.

To scrutinise and assure:

- the Three Year Strategic Plan and the Annual Business Plan;
- high level budget allocation;
- the budget estimates submission to the Finance Committee of the Senedd Cymru / Welsh Parliament.

To monitor and review:

- operational performance and delivery;
- effectiveness of employment strategies and policies;
- diversity and equal opportunities, particularly in relation to the Equality Act 2010
- external communications strategies and stakeholder relations.

Purpose of the role: the ARAC

The role and responsibilities of the **Audit & Risk Assurance Committee** are to scrutinise and advise the Accounting Officer on:

- ❑ the strategic processes for risk, control and governance and the Annual Governance Statement;
- ❑ the draft Strategic and Business plans from a compliance, economy, efficiency and effectiveness basis in recognition of the requirement with the annual audit to account for the use of funds;
- ❑ the accounting policies, the accounts, including the process for review of the accounts prior to submission for audit, levels of error identified, and management's letter of representation to the external auditors;
- ❑ the planned activity and results of both internal and external audit; Audit & Risk Assurance Committee
- ❑ adequacy of management response to issues identified by audit activity, including external audit's management letter;
- ❑ assurances relating to the corporate governance requirements for the organisation;
- ❑ (where appropriate) proposals for tendering for Internal Audit services or for purchase of non-audit services from contractors who provide audit services;
- ❑ anti-fraud policies, whistle-blowing processes, and arrangements for special investigations;
- ❑ business continuity arrangements;
- ❑ Health & Safety arrangements;
- ❑ the Audit & Risk Assurance Committee will also periodically review its own effectiveness.

Requirements

Essential Criteria

Applicants should have:

- ability to influence and engage with organisations at a senior level to promote positive change
- good communication and interpersonal skills
- ability to interpret complex data
- good understanding of the Welsh public sector.

Desirable Criteria

It would be desirable for you to have some understanding of the role of the Ombudsman.

We are especially interested in hearing from you if you have expertise in the following fields:

- health services
- cybersecurity
- ICT - digital
- equality, diversity and inclusion.

Requirements (continued)

Inclusion and the Welsh language

We particularly welcome and encourage applications from under-represented groups.

We will shortlist your application if you identify as **disabled** or from a **diverse ethnic background**, provided that you meet all essential criteria. If you would like to benefit from this opportunity, please ensure that you highlight this in your covering letter.

We are committed to maintaining good representation of women in our organisation and in our governance roles.

For this role, Welsh language skills are not necessary, but are desirable.

How to Apply

Applying for the role

Application

Your application should be in the form of a CV and covering letter setting out your suitability for the role and your areas of expertise. **When you apply, please make it clear which role you are interested in.**

As a bilingual organisation we use both Welsh and English in our work and we are committed to providing a bilingual service. We welcome applications in Welsh and English, and applications made in Welsh will be treated no less favourably than applications made in English.

We will ask you whether you wish to be interviewed in Welsh or English. If you opt to be interviewed in Welsh we will arrange this. Since we are a bilingual organisation, some parts of the interview will be held in English.

Equality Monitoring

We would be grateful if you could complete our Equality Monitoring Form. We will handle that form separately and confidentially from your application. We will not use the form to assess your suitability for employment.

Closing Date

You must apply by **midday** on **7 November 2022**. We will not consider applications received after this date.

Guidance on how to apply

Your covering letter and CV will form part of the selection process.

- ❑ Please read through this Recruitment Pack carefully before starting your covering letter.
- ❑ You may find it useful to view the Terms of Reference for both the ARAC and Advisory Panel before submitting your application. These are available [on our website](#), alongside the annual reviews of the ARAC & the Panel for 2021/22.

We must receive your application by the closing date, as stated on the advertisement and Recruitment Pack.

- ❑ If you are sending your application by email, please note that the time of receipt will be defined by our server.
- ❑ If you prefer to submit your application and Equality Monitoring Form by post, please send them to our 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.

Please complete the Equality Monitoring Form. The details you give on this form will not form part of the selection process but will help us make our recruitment process more inclusive.

We recommend that you keep a copy of your completed application for your records.

All recruitment documentation is available in Welsh and English.

Submitting your application

You can send your application **by email** to: recruitment@ombudsman.wales

You can also send it **by post** to:

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

Please ensure you have attached:

- Covering Letter
- CV
- Equality Monitoring Form (optional)

Unsure whether to apply?

We will be holding informal online sessions to give you an opportunity to better understand the role and our organisation and whether becoming an independent member is for you. To register, please follow the links below:

- ❑ 27 October, 2:00-2:30: [click here](#)
- ❑ 3 November, 10:00-10:30: [click here](#)

In addition, if you would like to have an informal conversation with the Ombudsman about the role, please email: recruitment@ombudsman.wales or call **01656 644214** and we will get back to you with a suitable date and time.

Recruitment & Selection Process

Recruitment & Selection Process

Initial assessment

We will consider all complete applications. We will take account of your relevant knowledge, skills and experience as demonstrated in your application. The information you provide is therefore vital in deciding whether we will shortlist your application.

To promote more diversity in our workforce and governance roles we will shortlist your application if you identify as **disabled** or from a **diverse ethnic background**, provided that you meet all essential criteria. If you would like to benefit from this opportunity, please ensure that you highlight this in your covering letter.

Interviews

Following an initial assessment, we will draw up a shortlist. If you have been shortlisted, we will invite you to attend an interview at our office in Pencoed.

Additional support

We strive to make our recruitment process accessible to all. If you require any additional support, for example because of a disability, please let us know in your covering letter and we will be pleased to assist you.

Appointment

References

Before we confirm your appointment we will have to obtain suitable references.

Timetable

The timetable to which we are working is summarised below. If you are successful at the initial assessment stage, you will be expected to make yourself available on the interview date(s). If you are not available to attend on the date offered, you may not be considered for this role.

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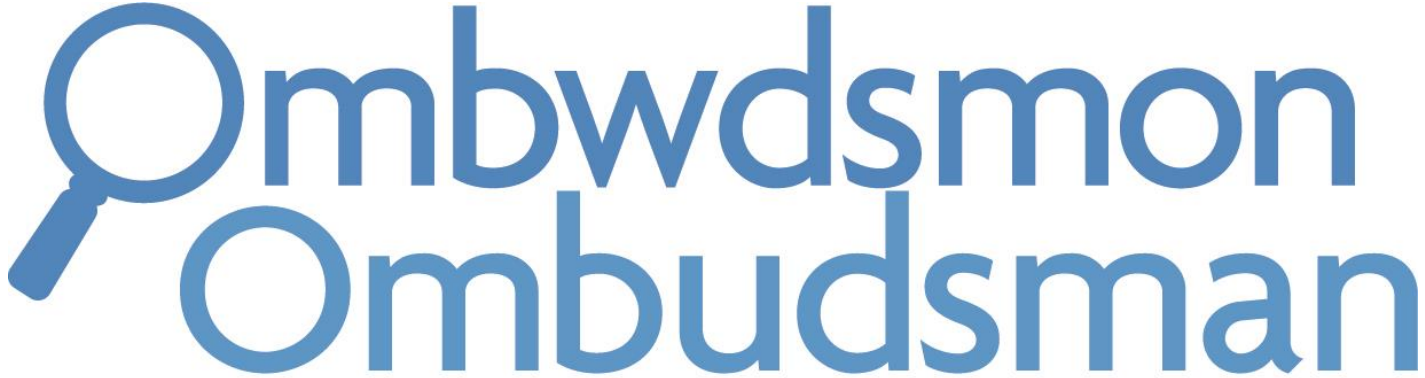
Interviews: 23 and/or 24 November 2022

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 requirements of the privacy notice are set out in the [General Data Protection Regulation](#) and the [Data Protection Act 2018](#).



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PUBLIC SERVICES OMBUDSMAN FOR WALES