



Ombwdsmon
Ombudsman
Cymru • Wales

Head of Public Services Complaints Recruitment Pack

Closing Date: 12 noon, 18 November 2024

Contents

Introduction

About the Ombudsman

PSOW Values

About the role

Job Description Purpose

of the role

Responsibilities

Requirements

How to Apply

Applying for the role

Guidance on how to apply

Submitting your CV

Recruitment & Selection Process

Data Protection

Privacy Notice

Introduction

Thank you for your interest in the role of **Head of Public Services Complaints** 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 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
- providing reasonable adjustments
- supporting existing employees

When Chwarae Teg was operational, we achieved the Silver Fairplay Employer Award

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

	Team	Job Title
Role:	Investigations	Head of Public Services Complaints
Pay Grade:	PSOW Grade Exec 9 – Exec 12	
Salary:	£71,019 – £75,813 pa	
Responsible to:	Chief Legal Adviser and Director of Investigations	
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)	
Welsh Language Requirements:	Welsh Language Desirable	

Purpose of the role

The Head of Public Services Complaints leads and manages teams that provide a high quality, timely and responsive complaints service. This strategic role ensures that we have the right resources to deliver a responsive service. Ensuring that we are doing the right thing, in the right way for the right people deploying resources in the most effective way. The Head of Public Service Complaints is a member of the Senior Management Team and provides advice and support to the Ombudsman and senior staff as appropriate.

Responsibilities

Strategic:

- As a member of the Management Team, contribute to the leadership of the organisation, the achievement of business objectives and the development and improvement of office procedures, policies and plans.
- Monitor, oversee and report on the progression of cases within the team against KPIs, targets and case milestones, ensuring delivery and achievement of KPI's plans and actions and reporting progress for scrutiny by management team.
- Guide, lead and manage Team Managers ensuring their teams deliver proportionate and high quality and timely completion of work with a high standard of customer care.
- Actively working in a continuous improvement culture, leading work to problem solve and find innovative ways of managing and delivering PSOW's increasing public service complaints caseload
- Deploy resources according to demand and need to maintain effective flow of work.

Responsibilities

Strategic Continued (2)

- Develop and support Team Managers in order that they can deliver their people management responsibilities.
- Setting high expectations for staff performance and working in accordance with our values.
- Work in accordance with the requirements as outlined in the PSOW Leadership Charter.

Responsibilities

Operational:

- Review the most serious complaints, making recommendations to the Ombudsman and Director of Investigations in relation to decisions and outcomes.
- Exercise the Ombudsman's delegated authority to decide on outcomes of complaints resolved other than by public interest reports.
- Ensure the team meets the reasonable needs of enquirers, complainants, listed authorities and Councillors, taking account of service users who may have additional needs.
- Ensure that Team Leaders and staff work in accordance with the Ombudsman's HR and other policies, to secure the good attendance and good performance of all members of staff.
- Carry out other duties including representing the Ombudsman at meetings as required.
- Undertake any other duties, commensurate with the skills and experience expected for this role.
- Follow all PSOW policies and procedures as laid out in PSOW policies and procedures.

Responsibilities

Operational Continued (2)

- 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.
- 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.
- 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.
- Work in accordance with the requirements outlined in the Staff Standards of Conduct Policy.
- Act in accordance with the Ombudsman's policy statement on Equal Opportunities and provide a service which is fair and equitable to all.

Responsibilities

Operational Continued (3)

- Act at all times in accordance with the Ombudsman's Values:

Achievement Doing the best you can

Togetherness Being respectful to 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

Essential Criteria

- Educated to degree level or relevant other qualification.
- Demonstrable experience of leadership and management including leading teams to deliver strategic priorities and high quality performance and results.
- Experience of working within a complex complaints environment or equivalent.
- Able to lead and manage a team to deliver a high quality complaints service.
- Experience of working/operating in a customer focused environment including providing a service to those who have additional needs.
- Experience of planning work flows to achieve KPI's and other targets including delivering improvement and change to achieve strategic aims.
- Experience of contributing to the strategic direction and planning of an organisation within financial resource restrictions.

Requirements Person Specification (2)

Essential Criteria

- Have a personal and professional standing to command respect of your colleagues and others.
- Excellent interpersonal skills and the ability to influence and implement change within PSOW and to influence external bodies to improve public services.
- A good understanding of public services in a Welsh context.
- Able to adapt to change and absorb new information and legislative change quickly.
- Able to identify solutions and pragmatic outcomes in complex situations.
- Excellent written and oral communication, with an ability to communicate complicated information in a way that's appropriate to the recipient of the information.
- 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 Person Specification (3)

Essential Criteria

- Proven competence with IT systems
- Exercise absolute discretion and impartiality at all times with an understanding of the need for confidentiality.
- Full driving licence, willing to drive to undertake work/role and use of car for work purposes.

Requirements Person Specification

Desirable Criteria

- Experience gained within a formal Ombudsman scheme.
- Experience within the public sector.
- 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 of using case management and/or document management systems.

Special Conditions

Restrictions on political activity and no smoking policy

Desirable Criteria

- It is vital that those working for the Ombudsman are impartial and that they are seen to be impartial. Staff working for the Ombudsman are therefore not permitted to take part in political activity and they are required to avoid public political comment, for example on social media. Successful candidates will be asked, prior to appointment, to disclose details of their social media accounts.
- We operate 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 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. 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.
- 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. 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 Midday, 18 November 2024. Applications received after that time and date, for whatever reason, cannot be considered. We do reserve the right to close the vacancy early should sufficient applications be received.

Interviews will be held in person, on site in Pencoed, Bridgend on 4 December 2024.

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 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 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.

We engage a third party provider to review social media accounts for political activity.

Closing date: Midday, 18 November 2024

Interviews: 4 December 2024 (in person Bridgend)

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](#).



Ombwdsmon
Ombudsman
Cymru • Wales
