



**Ombwdsmon
Ombudsman**
Cymru • Wales

Audit & Risk Assurance Committee or Advisory Panel Independent Member Recruitment Pack

Closing Date: 12 noon, 7 September 2026

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 **Audit & Risk Assurance Committee (ARAC) or Advisory Panel Independent Member** at the Public Services Ombudsman for Wales.

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 essential criteria of the person specification
- ☐ 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:	Audit and Risk Assurance Committee (ARAC) or Advisory Panel Member
Payment:	£310 per day for meetings/training Half-day rate for attending half-day training on a day other than the day of a meeting - £207
Location:	Role includes preparation for meetings and attendance in person at PSOW offices (Pencoed, Bridgend) for meetings, induction, training etc.
Number of meetings:	Generally 4 meetings per annum (for each committee/panel), plus 2 training/development sessions
Term of Office:	Initial term of 3 years, with possible extension for a further 3 years

Role Description

Independent Members of the Advisory Panel

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;
- the budget estimates submission to the Finance Committee of the Senedd Cymru / Welsh Parliament;
- high level budget allocation.

Role Description

Independent Members of the Advisory Panel continued

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.

Role Description

Independent Members of the Audit & Risk Assurance Committee

To scrutinise and advise the Ombudsman, as Accounting Officer, on:

- the strategic processes for risk, control and governance and the assurances that underpin the Annual Governance Statement;
- the draft Strategic and Business plans, to ensure the economic, efficient and effective use of resources;
- the financial health of the organization, including the quarterly management accounts;
- the accounting policies, the annual accounts, including the process for preparation and management review of the accounts prior to submission for audit, and management's letter of representation to the external auditors;
- the planned activity and results of both internal and external audit;

Role Description

Independent Members of the Audit & Risk Assurance Committee continued

To scrutinise and advise the Ombudsman, as Accounting Officer, on:

- the adequacy of management responses to issues identified by audit activity, and the timely implementation of internal and external audit recommendations;
- assurances relating to the corporate governance requirements for the organisation, including 'deep dive' scrutiny of key risks;
- 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.

Person Specification

Essential

To scrutinise and advise the Ombudsman, as Accounting Officer, on:

1. ability to influence and engage with organisations and individuals at a senior level, to champion strong governance and financial management.
2. ability to engage with strategic vision and promote continuous service improvement
3. strong communication and interpersonal skills
4. ability to interpret complex data
5. ability to scrutinise and challenge constructively
6. good understanding of the Welsh public services and operating with independence and neutrality in a political environment
7. commitment to justice and equality.

Person Specification

As Independent Members of the Audit & Risk Assurance Committee (ARAC) or Advisory Panel:

Desirable attribute:

The ability to conduct work through the medium of Welsh.

Person Specification

As Independent Members of the Audit & Risk Assurance Committee (ARAC) or Advisory Panel:

Desirable knowledge, skills and experience

It is important that membership of the Audit & Risk Assurance Committee and the Advisory Panel includes a range of perspectives, skills and experience. Details of desirable attributes are below. It is not expected that individual independent members will have knowledge and experience in all of the areas listed. However, we are keen to reinforce the collective strengths of the Advisory Panel and the ARAC in the following areas:-

1. Corporate Governance / Board membership / Strategic decision making in an executive or non-executive role.
2. Strategic financial management and experience of internal and external audit.
3. IT & Digital services, cyber security and information/data management.
4. Equality, diversity and inclusion.
5. Understanding / experience of Ombudsman work / administrative justice / complaints.

Requirements Person Specification

SPECIAL CONDITIONS

1 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 are required to avoid public political comment, for example on social media. If you are successful we will require you to sign an undertaking confirming that you agree to abide by our social media policy and review your social media footprint across all platforms you use.

2 We operate a no smoking policy

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 (ARAC or Advisory Panel) 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.

Closing Date

You must apply by **midday on 7 September 2026**. We will not consider applications received after this date.

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 12 noon 7 September 2026. Applications received after that time and date, for whatever reason, will not 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

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

- ☐ Please read through this Recruitment Pack & Role Description & Person specification 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.

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

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 send your application to:

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

Please ensure you have attached:

- CV and Covering Letter
- 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 able to assist you.

Languages to be used in assessment and interview

For the Welsh post we will test your Welsh. However, regardless of the language of the role applied for, if you would like the interview to be conducted in Welsh, please let us know.

Appointment

Prior to appointment:

The successful candidate will need to provide evidence that they are eligible to work in the UK; provide two successful references and information of any unspent criminal convictions. We will also ask you to complete a health questionnaire.

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 sign an undertaking confirming that they agree to abide by our social media policy and review their social media footprint across all platforms they use.

We will need to receive two 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: 12 noon on 7 September 2026

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](#).

Those who are interested in working for the Public Services Ombudsman for Wales should refer to the more detailed privacy notice [Privacy Notice - Public Services Ombudsman for Wales](#)



Ombwdsmon
Ombudsman
Cymru • Wales
