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Ombudsman
Cymru · Wales

Casework Officer (Casework) Recruitment Pack

Closing Date: 12 noon, 27 November 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 **Casework Officer (Casework)** 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

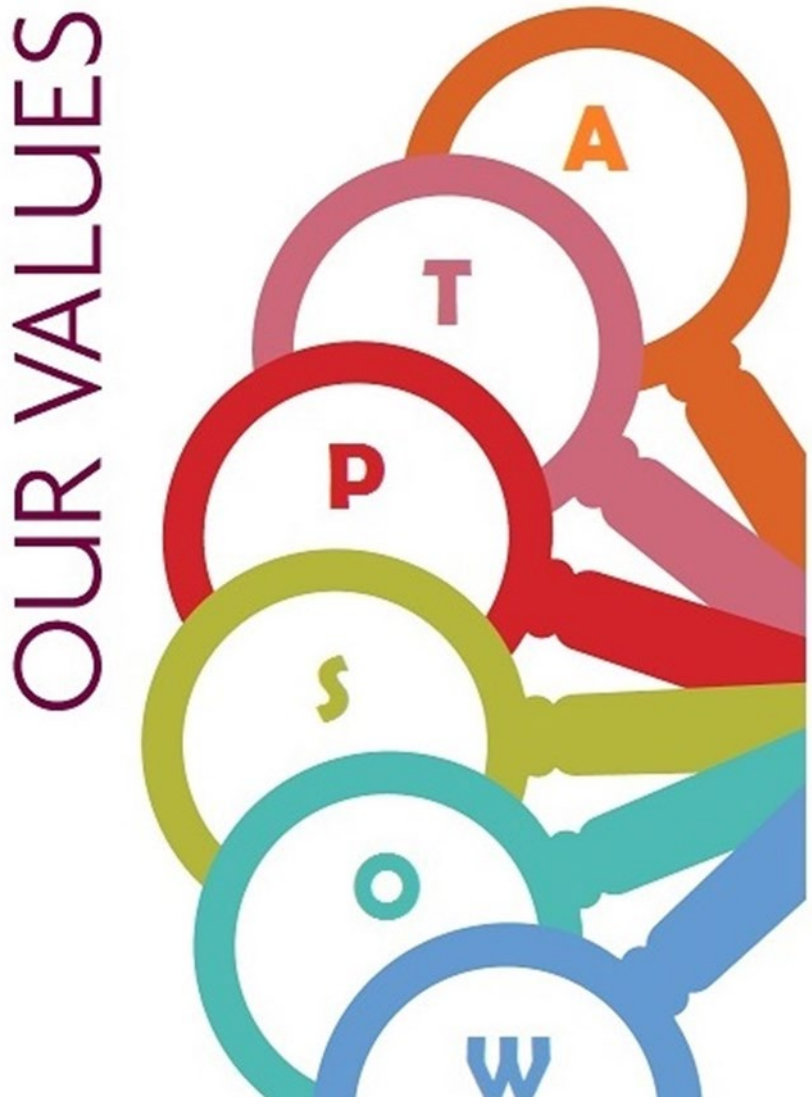
Under the Public Services Ombudsman (Wales) Act 2019, the Ombudsman considers complaints about bodies providing public services, where responsibility for their provision has been devolved to Wales. The Ombudsman can also commence investigations on her own initiative, where she considers there is reasonable 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.



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:	**Casework Officer (Casework)**
Salary:	£31,017 - £33,675 (PSOW Grade INV1 – INV4)
Responsible to:	Intake Team Manager
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 Essential

Purpose of the role

To provide a courteous, informative and responsive service to members of the public and others who contact the Ombudsman's Office. To manage a caseload and exercise, as appropriate, the Ombudsman's delegated authority.

Responsibilities
As a Casework Officer (Casework):

- To register new complaints in accordance with the Ombudsman's procedures, including taking complaints made other than in writing.
- To update the case management system as necessary.
- To deal efficiently and courteously with enquiries from members of the public or others whether received by telephone, letter, email or by visit, providing appropriate information and advice and making relevant records in accordance with the Ombudsman's procedures.
- To give initial consideration to complaints made to the Ombudsman, to contribute, commensurate with the grade of the post, to outcomes including closure, early resolution or referral onwards, and to make recommendations to senior colleagues as appropriate.
- To exercise as appropriate the Ombudsman's delegated authority, making and communicating casework decisions as necessary.
- To contribute constructively to developing and improving office procedures, policies and plans.
- To maintain a broad understanding of key changes in law and practice affecting the Ombudsman's jurisdiction.

Responsibilities
As a Casework Officer (Casework) (1)

- To act in accordance with the Ombudsman's Policy Statement on Equality Opportunities.
- Contribute Constructively to develop and improve office procedures, policies and plans.

Responsibilities Continued
As a Casework Officer (Casework) (2)

- 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
- 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
- To conduct work bilingually through English and Welsh (oral and/or written) where appointment has been confirmed to do so.
- Act in accordance with the Ombudsman's policy statement on Equal Opportunities and provide a service which is fair and equitable to all.

Responsibilities Continued
As a Casework Officer (Casework) (3)

- 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 Casework Officer (Casework):

Essential Criteria

- ❑ Degree (or awaiting results) in Law, Public Administration or similar subject area
- ❑ Excellent written and communication skills
- ❑ Ability to assess complicated information, seek out facts, analyse information and recognise key issues, 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 adapt to change and absorb new information and legislative change quickly.
- ❑ Experience of providing a service which follows the Equality Act 2010

Requirements Person Specification

As a Casework Officer (Casework):

Essential Criteria

- ❑ Proven competence with IT systems
- ❑ Excellent administrative skills
- ❑ Confidence to deal with telephone call handling
- ❑ A good team member but with the ability to act on own initiative
- ❑ Absolute discretion and an understanding of the need for confidentiality
- ❑ Ability to conduct work in Welsh (oral and written)

Requirements Person Specification

As a Casework Officer (Casework):

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)
- ❑ Experience using computer software such as database systems, time recording systems, bespoke systems etc.
- ❑ Previous experience within the public sector
- ❑ Experience of working/operating in a customer focused environment
- ❑ Full (clean) driving licence willing to drive to undertake work/role.

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

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.

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 27 November 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

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 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 27 November 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



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