# Hosting Proforma

Northern Ireland Public Services Ombudsman

Name of Host

Organisation

**1. Interchange Manager’s details**

Janice Wilson

Name

Organisation/

Northern Ireland Public Services Ombudsman (NIPSO)

Department

Progressive House

33 Wellington Place

Belfast

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Address

Telephone Fax number

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Number

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E-mail

**Complaints Standards Project Officer** - Temporary Secondment – 6 months (Oct 2019-Mar 2020). May be extended, subject to agreement and funding.

Type of Opportunity

**2. Details of hosting opportunity**

Description of opportunity

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| The Office of the Northern Ireland Public Services Ombudsman (NIPSO) is publicly funded but operates independently from all other public bodies in Northern Ireland. Headed by the Ombudsman, the Office employs up to 45 staff and is based in central Belfast. The Ombudsman reports to the Northern Ireland Assembly on the performance of the Office.  The Ombudsman’s main role is to impartially and independently investigate complaints of maladministration made about public services, including complaints about Government Departments and their agencies, local Councils, health and social care, education and other public service providers.  This temporary secondment (Complaints Standards Project Officer) is an opportunity to play a key role in developing and delivering high-profile policy changes to improve public services and the service user experience by enhancing complaints standards and improving complaints handling across public services in Northern Ireland. The role will involve working with individuals and organisations delivering a diverse range of public services, as well as with elected representatives and political parties, and organisations in the voluntary and community sector, to build networks and consensus for policy change. |

Main objectives of the opportunity

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| Under the direction of the Project Lead, the post holder will take the project officer role in the planning, development and delivery of a programme of projects to progress the work of the Ombudsman’s office in enhancing complaints handling in Northern Ireland. The role will include   * developing a draft policy document on complaints standards for consultation with stakeholders; * developing and delivering engagement and consultations on the draft policy, both in written format and through face to face events, with a wide range of stakeholders in the public sector, the community and voluntary sector and elected representatives; * establishing stakeholder networks and developing key relationships relevant to enhancing complaints handling and complaints handling; and * progressing the draft policy to final policy stage.   The role will also include project management and support; event planning and management; and report writing. The post-holder will work with NIPSO colleagues, including the head of communications, and members of the senior management team.  A full Job Description can be located in **Annex A**. |

**3. Skills requirements**

What qualities, skills and experience is required from the individual

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| **Essential Criteria**   * Knowledge and in-depth awareness of the Ombudsman’s role, remit and powers; * Knowledge of complaints and complaints handling in the public sector;   At least 1 year’s:   * Experience of developing policy in the public sector, including drafting policy and associated documents for consultation; reporting on consultation outcomes and progressing policy initiatives through to agreed final policy stage; * Experience of engaging successfully stakeholders from the public sector and the voluntary and community sector on new policy areas and initiatives; * Experience in establishing stakeholder networks and developing key relationships relevant to delivering new policy areas and initiatives; * Practical event planning and management experience; * Excellent written and oral communication skills; * Demonstrable ability to engage with new and existing stakeholders to achieve consensus and build relationships; * Practical project management experience; and * Excellent people and relationship management skills.   **Desirable Criteria**   * Experience of complaints handling in the public sector; * Experience of establishing monitoring, oversight and reporting frameworks with a view to measuring compliance with standards and service improvement; * Experience of providing briefing and supporting analysis for attendance by top management at public events, NI Assembly Committees or similar; * Understanding and experience of the legislative process.   Should it be necessary, the number of years’ experience in excess of 1 year will be considered when shortlisting. |

**4. Personnel: Please state below**

Who will the individual report to?

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| Project Lead |

Who will be the individual’s line manager and/or reporting officer?

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| Project Lead |

**5. Transfer of learning**

Please give details of how the Opportunity will benefit your organisation, the

individual and their organisation.

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| **Individual:**   * Exposure to and experience of a new policy developments in the areas of complaints standards complaints handling, applicable to all listed authorities within the Ombudsman’s remit; * Playing a lead role in the development and implementation of a major policy initiative with implications for the public sector as a whole; * Working in a supportive environment where teamwork and cross disciplinary working is the norm; * Valuable experience and responsibility arising from working closely with the Deputy Ombudsman and the Senior Management Team and other key parties inside and outside NIPSO; * Working with a wide spectrum of stakeholders across the public sector and the community and voluntary sector, and building on relationships and networks (both established and new).   **Parent Organisation:**  This opportunity will enrich and enhance the post holder’s knowledge and experience of the powers, remit and functions of the Public Services Ombudsman. More specifically, the post holder will develop detailed understanding and practical experience of new policy developments in complaints standards and complaints handling. This learning will be transferable to the parent organisation.  **Host Organisation:**  This opportunity will provide the Ombudsman’s office with a member of staff experienced in the area of policy development, consultation and stakeholder engagement and relationship management to augment the office’s capacity in this area and an opportunity for transfer of learning to NIPSO staff in these areas. |

**6. Logistics**

Please provide details of the likely start date, duration, location, form of transport required, resources (i.e.; desk, PC, etc.) and funding arrangements for the opportunity.

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| **Start Date:** As soon as a suitable candidate has been identified and a release date has been agreed. The preferred start date is October 2019.  **Duration:** It is anticipated that this opportunity will continue until 31 March 2020. Any further extension will be subject to the agreement of all parties and funding.  **Location:** Northern Ireland Public Services Ombudsman (NIPSO), Progressive House, 33 Wellington Place, Belfast BT1 6HN  **Salary:** Deputy Principal Salary Scale (£37,272-£40,979) and other related costs will be funded by NIPSO.  **Selection Process:** Shortlisting will take place on the basis of the criteria detailed above and final selection will be by interview. **It is anticipated that interviews will take place in late September 2019.**  **Further Information:** For further information about the post please contact Andrew Ruston by email at: andrew.ruston@nipso.org.uk.  **Closing Date:** Applications must be submitted by **5.00pm on 9 September 2019** to**:**    **For NI Civil Service departmental staff only:** [**secondments@hrconnect.nigov.net**](mailto:secondments@hrconnect.nigov.net)  **For staff from all other Partner organisations:**  [**interchangesecretariat@finance-ni.gov.uk**](mailto:interchangesecretariat@finance-ni.gov.uk) |

**7. Endorsement**

**Interchange Manager**

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| **Janice Wilson** |

**Signed:**

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| **12 August 2019** |

**Date:**

**ANNEX A**

**Job Description**

Post: Complaints Standards Project Officer (Fixed term for a period of 6 Months – may be extended subject to agreement and funding)

Reporting to: Complaints Standards Project Lead

Grade: Deputy Principal

Salary: £37,272 - £40,979

Location: Belfast

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**Main purpose of job**

Under the direction of the Project Lead, the post holder will take the project officer role in the planning, development and delivery of a programme of projects to progress the work of the Ombudsman’s office in enhancing complaints standards and complaints handling in Northern Ireland. The role will include developing a draft policy document on complaints standards for consultation with stakeholders; developing and delivering engagement and consultations on the draft policy, both in written format and through face to face events, with a wide range of stakeholders in the public sector and the community and voluntary sector and elected representatives; establishing stakeholder networks and developing key relationships relevant to enhancing complaints handling and complaints handling; and progressing the draft policy to final policy stage.

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**POLICY DEVELOPMENT**

* Working with the Project Lead and key internal colleagues to lead the development of a draft complaints standards policy, including
  + Consideration of the equality implications of such a policy;
  + Developing a draft statement of principles; and
  + Developing a model complaints handling procedure.
* Taking the lead project role in managing, collating, analyzing and reporting on consultation responses and inputs;
* Drafting a consultation response document, and taking a lead in communicating same to internal and external audiences.
* Progressing the draft policy document, post consultation, to draft final policy stage.

**POLICY CONSULTATION, STAKEHOLDER ENGAGEMENT & RELATIONSHIP AND NETWORK DEVELOPMENT**

* Taking a lead role in developing and delivering a wide-ranging consultation with public sector and community and voluntary sector stakeholders and elected representatives on the draft complaints standards policy, including
  + Launching a written consultation document;
  + Delivering face to face consultation events;
  + Providing opportunities for all listed authorities, advocacy and oversight bodies, and relevant voluntary and community sector groups to participate;
  + Working with the Project lead, Deputy Ombudsman and the Head of Communications to engage with elected representatives and political parties;
  + Working with the Head of Communications to promote and publicise the consultation events;
* Taking a lead role in engaging with public bodies, community and voluntary sector, user and advocacy groups and other key stakeholders to build and develop relationships and networks conducive to achieving consensus on the complaints standards policy and its implementation.

**POLICY, RESEARCH AND KNOWLEDGE**

* Developing knowledge to help inform NIPSO’s complaints standards policy work, including implementation and ongoing development of new areas and remits;
* Research and assess good practice and effective practice in other Ombudsman organisations in the area of complaints handling and complaints standards to contribute to the continuous improvement of NIPSO services, and complaints handling by the listed authorities.

**MANAGING PROJECTS & SELF**

* Defining project outputs, monitor project progress and ensure that key milestones and deliverables are met and initiating corrective action where necessary;
* Taking responsibility for key decisions for ensuring project progress at project level, reporting to Project Lead, Ombudsman and SMT as appropriate;
* Preparing highlight reports on project progress and update on progress through formal reporting structures, including SMT as required;
* Supporting the Ombudsman/Deputy Ombudsman with risk and issue management, including preparing appropriate risk documents for the projects;
* Planning, structuring and prioritising own work to achieve optimum results.

**GENERAL RESPONSIBILITIES & DUTIES**

* Adhere to the NIPSO values of fairness, impartiality, openness, respect and integrity;
* Adhere to and promote NIPSO policies on Equality of Opportunity and Dignity at Work, demonstrating a commitment to the principles of equality, fairness and diversity in all aspects of work;
* Work with colleagues to help support their delivery of key projects or tasks;
* Have due regard for own safety and that of others, behaving appropriately at all times and recording all accidents no matter how minor;
* Take responsibility for the development of own skills and knowledge through proactive engagement in the internal performance review processes;
* Undertake ad-hoc, cross-functional project work supporting the development of the Office and service provision as reasonably requested by your line manager.

*This job description may be updated to reflect NIPSO’s future requirements.*