Head of Public Service Complaints

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| Contract Type: |  Permanent |
| Working Pattern: |  Full time  |
| Working Hours: | 37 hours per week  |
| Salary: | £71,019 - £75,813 p.a.  |
| Location:  | Hybrid working (Bridgend)  |

Are you passionate about public services in Wales and ensuring that where services fall short, there is recourse through an independent complaints system?

The Public Services Ombudsman is looking to recruit a Head of Public Service Complaints to lead and manage teams that provide a high quality, responsive complaints service to members of the public about unfair treatment or poor service through some failure on the part of devolved public bodies in Wales.

Working in a senior role as a member of PSOW’s Management Team you will:

* play a key strategic role by leading the casework teams and delivering PSOW’s Strategic Aims of delivering justice with a positive impact for people and public services and increasing accessibility of our service
* leading work to problem solve and find innovative ways of managing and delivering PSOW’s increasing public service complaints caseload

There is a full job description and additional information [here](https://www.ombudsman.wales/careers/head-of-public-service-complaints/?_gl=1%2A12n46aq%2A_ga%2AMTIzNTg2NjgwMi4xNzI2Njc4MDkz%2A_ga_RHY6X4DM35%2AMTczMDEzMjg4OS4xLjEuMTczMDEzMjk1My42MC4wLjEwNzk1MDA0MDc.).

Read more about our approach [here](https://www.ombudsman.wales/vision-mission-and-values/).

**What we are looking for**

* Demonstrable experience of leadership and management including leading teams to deliver strategic priorities and high quality performance and results
* Experience of contributing to the strategic direction and planning of an organisation within financial resource restrictions
* Excellent interpersonal skills and the ability to influence and implement change within PSOW and to influence external bodies to improve public services

Applications are welcomed from a wide range of experience and expertise including those working with casework or investigation roles in professional services/public sector. The ability to communicate through the medium of Welsh would be an advantage.

**What’s in it for you?**

* An opportunity to make a real difference, overseeing the delivery of just and fair outcomes on complaints
* Competitive salary and benefits including, Civil Service Pension Scheme, Gym Membership Scheme, Health Cash Plan, Discounted Purchase Schemes, Flexi time Scheme.
* Excellent on site facilities and equipment for home working.
* Free external counselling and occupational health support.

**To apply**

To apply for this post please submit the Application Form and Equal Opportunities Monitoring Form by email to: recruitment@ombudsman.wales by **midday on Monday 18 November 2024.**

Please follow the [apply link here](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.ombudsman.wales%2Fapp%2Fuploads%2F2024%2F10%2FENG-Pack-for-Head-of-Public-Service-Complaints.pptx&wdOrigin=BROWSELINK) to access the recruitment pack. You will need to complete the application form and equal opportunities monitoring form. The responses you provide in the application form will be used to shortlist your application.

* Closing date for applications is midday on **Monday 18 November 2024**. Applications received after this date will not be considered.
* Shortlisted candidates will be invited to attend an interview on **4 December 2024**.

**The Public Services Ombudsman is an Equal Opportunities Employer.**

**Diversity and inclusion is central to everything we do. We are actively committed to promoting and participating in good practice in the way that we attract, recruit and retain staff.**

**Everyone is encouraged to bring their whole self to work because we appreciate the value that a truly diverse workforce brings to an organisation. We celebrate difference, recognising the benefits this brings to our inclusive culture, including age, disability, gender identity and expression, religion, race, sex, sexual orientation and socio-economic background.**