

## Job Pack

# Appointment of Investigators

### The Job

Acting with the delegated authority of the Ombudsman, Investigators assess and investigate complaints made to the LGSCO. This includes complaints relating to failings in services by local authorities and social care providers.

- In the **Assessment Phase**, Investigators are responsible for making rapid enquiries in high volumes of cases, to resolve cases where possible and to determine which complaints require more detailed investigation.
- In the **Investigation Phase**, Investigators are responsible for carrying out formal investigations; and, wherever appropriate, remedying individual injustice arising from maladministration and identifying public value and service improvement issues that arise from complaints.

Investigators work flexibly according to business need and will, subject to management discretion, operate in any phase of the investigation process, in special project or professional practice roles or in any particular category area of complaint (defined, for example, by subject specialism or geographical area).

The role operates in a collaborative environment where individuals contribute to the team and are involved in group and project work, joint working on investigations, and various outreach activities (for example external training for bodies in jurisdiction). However, Investigators are also personally responsible for their own case work and for maintaining high standards of professional practice. Investigators are expected to operate with minimal guidance and supervision, demonstrating a high degree of self-reliance and self-confidence in their work.

**To be a successful Investigator** you must be able to demonstrate your ability to

- Analyse large volumes of complex information, identifying key issues in order to make clear and confident decisions
- Manage the competing priorities of a range of cases, plan work to meet timescales and produce a high volume of quality work.
- Prepare concise, accurate and logical written material, including reports and letters, to a standard which can be published on our website without amendment.
- Communicate articulately and confidently in person and over the telephone with a wide range of people, including those with challenging behaviours
- Adjudicate on difficult and complex disputes, and able to defend those decisions despite criticism and challenge from affected parties.

The ability to converse at ease with customers and provide information in accurate spoken English is essential for this post.

## **Information for candidates**

### **Location**

Coventry Office - 53-55 Butts Road, Earlsdon Park, Coventry, CV1 3BH  
London Office - 2 Marsham Street, London SW1P 4DF  
York Office - Foss House, King's Pool, 3 Peasholme Green, York, YO1 7PX

### **Salary (pay award pending)**

#### Coventry and York office:

Salary is on a scale from £34,745 to £42,486 per annum.

#### London Office:

Salary is on a scale from £38,289 to £46,032 per annum.

Appointment is at the bottom of the scale. There is an increment on satisfactory completion of the probationary period and thereafter annually at 1 April until the top of scale is reached. Annual progression through the scale is on the basis of satisfactory performance. Only one increment is paid in each calendar year.

### **Probation Period**

There will be a probationary period of six months, which in exceptional circumstances can be extended by up to three months.

### **Working hours**

35 hours per week: Standard working hours are 9.00 am to 5.00 pm Monday to Friday with one hour for lunch.

The LGSCO operates an agile working arrangement, which gives staff the opportunity to work, with the approval of their line manager, at home and to work non-standard hours. However, new staff will be expected to work in their assigned office while training.

There may be occasional visits to our other offices, with some overnight stays.

### **Annual leave**

There are 24 days annual leave in a full leave year with three additional concessionary days usually at Christmas.

### **Pension**

The Commission operates the Local Government Pension Scheme which is administered by the London Pension Funds Authority. This is a contributory career average scheme.

### **Equality and Diversity Policy**

We are a diverse organisation and welcome applications from all sectors of the community.

In order to find out if our Equality and Diversity Policy is working and to take steps to ensure further progress is made towards achieving equality of opportunity, we ask you to complete the **Equal Opportunities Section** on your application form. Your answers will be treated in confidence and will not affect your job application in any way.

### **Security vetting**

We are required to ensure that any personnel employed/engaged to work in government offices, comply with the Baseline Personnel Security Standard (Baseline Standard) before they take up their post. The baseline standard is the minimum level of security clearance and to work in our London Office you will need a higher level of clearance.

This standard involves verification of:

- Identity;
- nationality and immigration status;
- employment history (past 3 years);and
- criminal record.

Therefore, you should be aware that the successful candidates will require the following checks to access our offices:

- Coventry and York Office a criminal records check.
- London Office a Counter Terrorism Clearance (CTC).

### **The selection process**

Please note that candidates who have applied to the LGSCO for the post of Investigator within the past twelve months will not be considered.

Short listed candidates will be invited to take an online assessment. Invitations and full instructions will be sent on Wednesday 31 October 2018.

If successful you will then be invited for further assessment:

In York - Tuesday 20 November 2018  
In London - Monday 19 November 2018  
In Coventry - Tuesday 20 November 2018

Selection for interview will be based on the results of the assessment. Interviews will be held at each office during the period 11 to 14 December 2018.

**Closing date for applications**

0900 hrs on Monday 22 October 2018.

**Contact Details**

To apply please visit: [www.capitaras.co.uk/LGSCO](http://www.capitaras.co.uk/LGSCO)

If you have any questions about the process please contact Capita Resourcing via [CandidateEnquiries@capitaras.co.uk](mailto:CandidateEnquiries@capitaras.co.uk) / 01256 383669.

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## JOB DESCRIPTION

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<b>JOB TITLE</b>	Investigator
<b>DEPARTMENT</b>	Assessment or Investigation
<b>REPORTS TO</b>	In Assessment Team - Assessment Team Leader In Investigation Team - Assistant Ombudsman
<b>SUPERVISES</b>	n/a
<b>DATE</b>	17 April 2012

### JOB CONTEXT

Acting with the delegated authority of the Ombudsman, Investigators assess and investigate complaints made to the LGSCO. This includes complaints relating to maladministration or failings in services by local authorities, schools and social care providers.

- In the **Assessment Phase**, investigators are responsible for making rapid enquiries in high volumes of cases, to resolve cases where possible and to determine which complaints require more detailed investigation.
- In the **Investigation Phase**, investigators are responsible for carrying out formal investigations; and, wherever appropriate, remedying individual injustice arising from maladministration and identifying public value and service improvement issues that arise from complaints.

Investigators will work flexibly according to business need and will, subject to management discretion, operate in any phase of the investigation process, in special project or professional practice roles or in any particular category area of complaint (defined, for example, by subject specialism or geographical area).

The role operates in a collaborative environment where individuals contribute to the team and are involved in group and project work, joint working on investigations, and various outreach activities (for example external training for bodies in jurisdiction). However, Investigators are also personally responsible for their own case work and for maintaining high standards of professional practice. Investigators are expected to operate with minimal guidance and supervision, demonstrating a high degree of self-reliance and self-confidence in their work.

### PURPOSE OF THE JOB

Working within the context of the Commission's corporate objectives and business plan, and under the Ombudsman's delegated authority:

- Assess and investigate complaints to achieve sound, proportionate, justified and evidence based outcomes and remedies
- Identify and advocate good practice and service improvement to bodies in

jurisdiction

- Identify and act on wider public interest and public value issues arising from complaints and enquiries

Investigators will demonstrate the highest standards of professional practice, fairness and integrity in the assessment and investigation of complaints.

## MAIN DUTIES OF THE JOBHOLDER

- Assess new complaints to ensure that the Commission's limited resources are focused on those that have the greatest significance
- Record, concisely and clearly the individual features and wider public interest factors of a complaint leading to the decision that it should be investigated.
- Investigate complaints to achieve sound, proportionate and justified outcomes
- Using proportionate investigation methods and resources, gather information using written and telephone enquiries, site visits and/or interviews
- Maximise the value from casework by identifying best practice, promoting good public administration and service improvement and influencing public policy
- Develop and share knowledge
- Identify wider public value issues arising from complaints to use to contribute to the development of the Commission's public value priorities
- Demonstrate and apply detailed knowledge and understanding of the legislative framework, the principles of administrative justice, and expectations of public services, within which the Ombudsmen work
- Work to high standards of professional practice and public service and contribute to the review and development of those standards
- Communicate decisions clearly and effectively.
- Work co-operatively and collaboratively and support colleagues by providing training, mentoring and coaching on areas of particular knowledge and/or expertise.
- Participate in project and work groups
- Actively promote good customer care
- Manage and take responsibility for, relationships with complainants to ensure customer satisfaction
- Promote, implement and personally comply with the Commission's Equality and Diversity Policy.

## WORKING RELATIONSHIPS AND CONTACTS

Internal

- Ombudsman - working relationship
- Director of Intake and Assessment - working relationship
- Director of Investigation – working relationship
- Assistant Ombudsmen - working relationship
- Staff in Intake, Assessment and Investigation teams– working relationship
- Policy and Communications Team – working relationship
- Support staff - working relationship

External

- Complainants - working relationship
- Council Members and Officers - negotiation and build relationship
- Adult Social Care Providers or Schools - negotiation and build relationship
- Professional Bodies and Associations - exchange of information
- Voluntary agencies – working relationship
- PHSO and other Ombudsman schemes – working relationship

**DIMENSIONS**

Outline the scale and areas of impact of the job (e.g. budget responsible for, number of staff supervised etc.)

Staff supervision – none

Mentoring and coaching as required

**PERSON SPECIFICATION**

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Knowledge</b>  This relates to the level and breadth of knowledge required to do the job, e.g. an understanding of a defined system, practice, method or procedure.	<ul style="list-style-type: none"><li>• Research skills</li></ul>	<ul style="list-style-type: none"><li>• Knowledge of Local Government, education or adult social care</li><li>• Investigation techniques</li><li>• Complaints handling</li></ul>
<b>Technical/Work-based Skills</b>  This relates to the skills specific to the job, e.g. language fluency, typing skills, Excel spreadsheets etc	<ul style="list-style-type: none"><li>• Able to use IT systems and software (particularly Word and Outlook) and to produce your own letters and reports</li><li>• Write clearly and concisely</li><li>• An ability to fulfil all spoken aspects of the role with confidence through the medium of English.</li></ul>	
<b>General Skills/Attributes</b>	<ul style="list-style-type: none"><li>• Able to communicate articulately and confidently</li></ul>	

<p>This relates to more general characteristics required to do the job effectively, e.g., effective written communication skills, ability to delegate, motivation or commitment etc.</p>	<ul style="list-style-type: none"> <li>• Able to establish trust and confidence with customers and service users.</li> <li>• Able to influence others</li> <li>• Able to handle challenging situations and manage difficult behaviours in a calm and professional manner</li> <li>• Can adapt method and style of communication to meet audience needs</li> <li>• Prepare concise, accurate and logical written material, including reports and letters</li> <li>• Question and challenge through written enquiries and interviews to obtain robust information</li> <li>• Analyse large volumes of complex information in order to make clear and confident decisions</li> <li>• Work under pressure and to deadlines, with effective prioritisation skills</li> <li>• Able to manage competing priorities</li> <li>• Able to manage own workload within given timescales</li> <li>• Work with minimal supervision</li> <li>• Able to work in a team</li> </ul>	
<p><b>Experience</b></p> <p>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work (take care to ensure period stated is appropriate and not unnecessarily excessive)</p>	<ul style="list-style-type: none"> <li>• Experience in investigative principles and methods</li> <li>• Experience of working in a role with a strong customer service focus</li> <li>• Experience in dealing with a diverse range of people</li> <li>• Complex problem solving, analysis of</li> </ul>	



	<p>complex written material, identification of key issues, achievement of appropriate outcomes and writing letters or reports</p> <ul style="list-style-type: none"> <li>• Strong track record of managing competing priorities and delivering against targets</li> </ul>	
<p><b>Qualifications</b></p> <p>Please state the level of education and professional qualifications and/or specific occupational training required to do the job to a satisfactory standard.</p>	<ul style="list-style-type: none"> <li>• Degree or equivalent</li> </ul>	