



Northern Ireland

Public Services

Ombudsman



Senior Policy and Engagement Officer

Northern Ireland Public Services Ombudsman

Candidate Information Booklet (NIPSO/SEO/02/26)

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1. MESSAGE FROM MARGARET KELLY, NI PUBLIC SERVICES OMBUDSMAN

Thank you for your interest in the position of Senior Policy and Engagement Officer at the Office of the Northern Ireland Public Services Ombudsman.

This is an exciting time to join us to help us deliver our vision of making a positive difference to people and public services in Northern Ireland.

We have a unique governance structure which reflects my position as the statutory holder of three offices – Northern Ireland Public Services Ombudsman, Northern Ireland Judicial Appointments Ombudsman and Northern Ireland Local Government Commissioner for Standards. This requires a balance between appropriate controls and oversight, while preserving the independence of my role. I am accountable to the Northern Ireland Assembly Audit Committee, and we have an independent Audit and Risk Committee who monitor our corporate governance, risk management and control systems.

This July we launched our new Strategic Plan for 2025-29 with the aim to make sure we have a relevant, modern and inclusive Ombudsman's Office for the people of Northern Ireland.

As Senior Policy and Engagement Officer, you will play a key role in our busy Improvement, Engagement & Impact Team to help us deliver the goals in this Strategic Plan. This team play an integral role both internally and externally, engaging with the public and public bodies to share learning from the work of the Office to drive improvement in public services.

This is a challenging but rewarding role. If you are excited about the work that we undertake and believe you have the skills and experience to make a difference, I very much look forward to receiving your application.

Margaret Kelly

Northern Ireland Public
Services Ombudsman



2. WHO WE ARE

The Office of the Northern Ireland Public Services Ombudsman (NIPSO) was established in April 2016 in accordance with the [Public Services Ombudsman Act \(Northern Ireland\) 2016](#) ([“the Act”](#)). The Act replaced and extended the remit of the previous offices of Assembly Ombudsman for Northern Ireland and the Northern Ireland Commissioner for Complaints. Since 2016, NIPSO’s workload has doubled and the organisation continues to grow.

We are publicly funded but operate independently from all other public bodies in Northern Ireland. We currently employ approximately 60 staff and we are based in Progressive House in central Belfast.

The Ombudsman’s main role is to investigate complaints of maladministration made about public services, including complaints about Government Departments and their agencies, local Councils, health and social care, education bodies, public housing providers and a range of other public service providers. We also play a key role in contributing to broader improvement in public services by sharing the learning from both individual complaints and systemic reports (work that we call ‘Own Initiative’).

The Ombudsman is also the Local Government Commissioner for Standards, and the office investigates and where appropriate adjudicates on complaints where a Councillor is alleged to have breached the Code of Conduct for Councillors. The Ombudsman is also the Northern Ireland Judicial Appointments Ombudsman.



3. WHAT WE DO

The Ombudsman's role is to ensure that the people of Northern Ireland are served by a fair and efficient public administration that is committed to accountability, openness, and the provision of high-quality public services.

In the 2024-25 reporting year NIPSO received 1,333 complaints (2023-24: 1,173) which is in-line with the average 15% year on year increase in the number of complaints since the office was established in 2016. (when 539 complaints were received).

43% of the complaints we received in 2024-25 related to Health & Social Care Services in Northern Ireland.

The other 57% of complaints related to Government Departments (13%), Housing (13%), Education (12%), and Councils (11%).

The remaining 8% were categorised as 'other' complaints.

The Public Services Ombudsman also has powers of 'Own Initiative' which enable an investigation of an issue where there is reasonable suspicion of systemic maladministration.

In relation to our Local Government Ethical Standards role, in 2024-25 the LGES team received 36 allegations (also referred to as complaints) that councillors had, or may have, breached the Local Government Code of Conduct ('the Code'), a 16% increase from the previous reporting period (2023-24: 31). Allegation types included social media posts, disclosure of confidential information and the registration/declaration of interests.

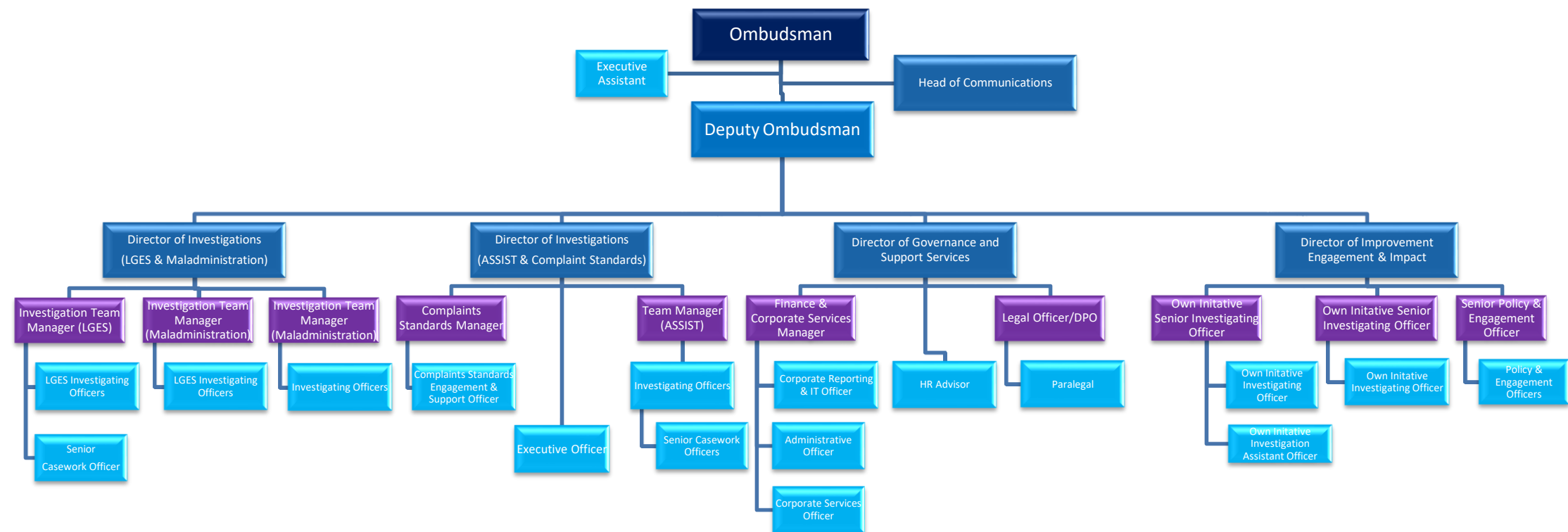
In 2022 NIPSO established a new Improvement, Engagement & Impact Team to lead on the implementation of learning from the broad range of NIPSO's ongoing work. This team engages with the public, public bodies and politicians to ensure the lessons learned from NIPSO's work shape our contribution to policy, research, complaint standards and broader lessons for change and improvement across the public sector. The team produces key statistics, case digests, thematic reports and other publications from our investigations to ensure effective shared learning from our work for the improvement of public services.

Interested candidates can read more about our future plans in our [Strategic Plan 2025-29](#) and our annual performance in our latest [Annual Report and Accounts 2024-25](#).

4. OUR STRUCTURE

NIPSO has grown considerably since it was established in 2016 both in terms of functions, budget and staff numbers. As a result, NIPSO has embarked on a programme of improvement of its internal systems including the establishment of a new case handling system, a new finance system, establishment of a new records management system and we are embarking on updating the office human resource management system. The senior management team are focused on ensuring that we have effective systems to support the front-line staff of NIPSO, ensuring that we meet our statutory obligations and bring about improvements in public services through our work.

The Senior Policy and Engagement Officer will be key in ensuring that NIPSO achieves its strategic objectives and delivering a quality service for service users in line with NIPSOs values. Our current structure is set out below:



5. OUR VISION AND VALUES

Our vision and values are very important to us and underpin everything we do as an organisation.

OUR VISION STATEMENT

Make a positive difference to people and public services in Northern Ireland by providing individual resolution and improved services through learning from complaints.

OUR PURPOSE

Investigate unresolved complaints about public bodies, uphold standards and ensure accountability for both public bodies and for local Councillors. Contribute to broader improvement by sharing the learning from both individual complaints and systemic reports.

OUR VALUES

Our **values** underpin and drive all our decisions, actions, policies, processes and systems and how we engage internally and externally.

Independence

We are open, non-partisan, unbiased, and we act with integrity.

Fairness

We are honest and impartial, ensure all views are listened to and use an evidence-based approach to our decision making.

People Focused

We treat people with respect and empathy and recognise and value individual experience. We are accessible and engage and explain our decision making.

Excellence

We deliver an excellent service, meeting our service standards with high levels of governance and accountability. We have a focus on continuous learning and improvement.

Integrity

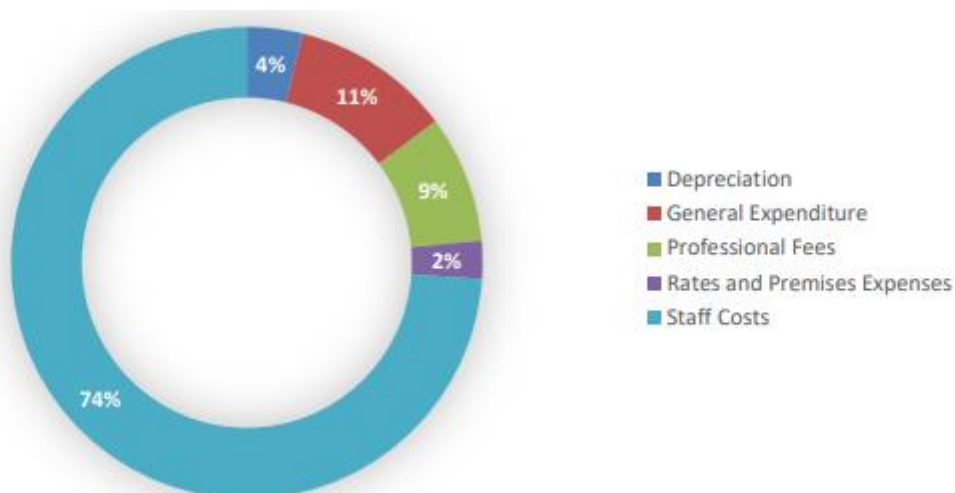
We act honestly, solely in the public interest and adhere to the Nolan Principles.

6. OUR FINANCIALS

We have a total annual operating expenditure of approx. £5.2m, the vast majority of which relates to our staff costs. The breakdown of our resource expenditure for 2024-25 is summarised below.

You can access our latest accounts in our Annual Report and Accounts 2024-25.

Resource Expenditure by Type



7. JOB DESCRIPTION

Job Title: Senior Policy and Engagement Officer

Reporting to: Director of Improvement, Engagement and Impact

Grade: PO5

Salary: £49,282 to £52,413 p.a.

Location: Belfast

Main purpose of job

Reporting to the relevant Director, the post holder will be responsible for managing the work, staff and performance within the Improvement, Engagement & Impact team, including leading on recruitment of new team members as needed. The Policy and Engagement Team works to ensure the development and effective implementation of learning from the broad range of NIPSO investigations. This includes both maladministration investigations and local government standards investigations linked to the Code of Conduct for local Councillors. Duties of the team include conducting research, policy analysis and the development of outcome and impact measurements. It also involves understanding case decisions and case thresholds and using these to improve standards across both the Councillor community and public bodies.

In addition to line managing the Policy & Engagement Officers (currently 3 posts), the post holder will support the Director to lead and develop a dynamic programme of wide external engagement. This includes public bodies, elected representatives, advocacy and support groups and other regulators and oversight bodies to understand issues with the delivery of public services, ensure the dissemination of learning from NIPSO investigations, improve service delivery and promote a culture of learning from complaints. The post holder will also lead on the delivery of a critical internal function with responsibility for a range of internal complaints related data collection and analysis including the production of annual statistical reports on Equality, Diversity & Inclusion, Deprivation Indices and Complainant Feedback.

Summary of Principal Duties and Responsibilities

Leadership

- Ensure effective daily line management and professional development of team members including mentorship as required.
- Participate in the recruitment, training and development of staff within their responsibility area to maintain capability and ensure the delivery of NIPSO core objectives.
- Assist the relevant Directors in establishing an effective culture in teams consistent with NIPSO values.
- Ensuring the NIPSO Performance Management and Mentoring Framework for staff is undertaken on a timely basis.
- Proactively contribute to continuous improvement activity, taking the lead in quality or process improvement projects.

Operational Performance

- Provide advice, direction and support to the team, ensure quality results and exceptional levels of customer service and stakeholder engagement while maintaining the independence of NIPSO.
- Allocate work to team members to ensure equity in the use of resources and best use of skills and experience.
- Ensure all written correspondence, reports and publications meet NIPSO quality standards, providing clear feedback where necessary.
- Lead the work of the team, demonstrating and ensuring ethical conduct in all aspects of team activity, including but not limited to, stakeholder engagement, data collection, data protection, publication practices, responsible authorship and collaborative research and reporting.
- Develop and monitor a Team Workplan and ensuring that organisational standards and targets for the team are met and provide support as needed to ensure delivery of team objectives in line with the business plan.
- Support the Director of Improvement, Engagement & Impact with the planning and strategic direction of NIPSO's engagement, policy, and impact business plans.

Governance and risk management

- Contribute to the annual operational plan to align the teams' priorities with the NIPSO business plan.
- Contribute to the operational risk register for the team and assist the Director with the management of risk.
- Ensure that conflicts of interest in relation to work activity are managed appropriately at an operational level.
- Contribute to the management of the NIPSO's budget to ensure the effective use of resources and compliance with NIPSO delegated limits and procurement policy.

General Responsibilities & Duties

- Adhere to the NIPSO values of fairness, impartiality, openness, respect and integrity
- Adhere to and promote the Office 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.
- Undertake ad-hoc, cross-functional project work supporting the development of the Office and service provision as reasonably requested by your line manager.
- To undertake any other reasonable duties within the postholder's capacity.

This job description is subject to review and amendment as the demands of the role and the organisation evolves. Therefore, the postholder will be required to be flexible and adaptable and aware that they may be asked to perform tasks, duties and responsibilities which are not specifically detailed in the job description, but which are commensurate with the role.

8. PERSON SPECIFICATION

ESSENTIAL CRITERIA

Applicants must, as at the closing date for receipt of applications, be able to demonstrate by providing personal and specific examples on their application form that they have:

- Significant experience of working in a policy / engagement field to include a minimum of two year's experience of team management in a policy / engagement field, with demonstrable ability to motivate a team and manage performance.
- Excellent people and relationship management skills including experience of engaging with a broad range of stakeholders (to include politicians) to influence change (AF, P, I).
- Excellent IT, oral and written communication skills with experience of translating complex information into easily accessible reports, including a high level of proficiency using excel. (AF, I);
- Excellent organisational and planning skills with the ability to work under pressure to tight deadlines, manage competing priorities and operate in an environment with a complex set of stakeholders. (AF, I)
- Experience of managing budgets and undertaking procurement exercises (AF)
- The post involves regular travel throughout Northern Ireland and the transportation and carrying of promotional materials on occasion. Applicants must therefore hold a current full driving licence with access to suitable transport on appointment. Consideration will be given to alternative travelling proposals in respect of applicants who have a disability and cannot hold a driving licence. (AF)

DESIRABLE CRITERIA

In addition to the above essential criteria, NIPSO reserves the right to only shortlist those candidates who can also demonstrate, by providing personal and specific examples on the application form that they have:

- Educated to degree level (or equivalent) (AF);
- Experience of high profile event management for diverse audiences (AF, I)
- Experience of contributing to organisational strategic planning in a managerial or leadership capacity (AF, I)

SKILLS AND ATTRIBUTES

Applicants must be able to demonstrate evidence of the following skills, competencies and attributes which will be tested at interview and through a presentation task:

- Oral and Written Communication
- Collaborative Working
- Analytical and Problem Solving
- Continuous Improvement

9. WORKING FOR US

Remuneration

The salary for this post is currently equivalent to NJC Scale PO5 which is £49,282 to £52,413

Location

The role will be based at NIPSO, Progressive House, 33 Wellington Place, Belfast, BT1 6HN.

Working Arrangements

We operate hybrid working arrangements i.e. a mix of working from home and from the office which offers employees additional workstyle choices.

Candidates should note that whilst we do have a flexible approach, the operational requirements are likely to require office based working a minimum of 2 days per week.

Successful applicants also have the opportunity to request Flexible Working from the 1st day of their employment. Management will give full consideration to the flexible working request. However, no employee can be guaranteed flexible working and the needs of the organisation will take priority

Working Hours

The post is full-time (37 hours per week), subject to a probationary period of 9 months.

Pension

The successful candidate will be eligible to join the NICS Principal Civil Service Pension Scheme.

Annual Leave

Annual leave entitlement is 25 days annual leave, plus 12 days public holidays.

Other benefits

We have a generous occupational sick pay and maternity, paternity and adoption leave/pay arrangements, as well as a suite of work-life balance policies. Employees also have access to an Employee Assistance Programme.

We provide support for ongoing training and provide development opportunities for all staff. In 2022 we implemented a coaching framework to ensure all employees of NIPSO receive regular support and guidance from their line manager.

10. SELECTION PROCESS

Applications for the post can be made on GetGotJobs Portal through the following link:

[Snr Policy and Engagement Officer](#)

Completed application and monitoring forms are to be completed no later than **12 noon on Tuesday 26 August 2025**.

Applicants who meet the shortlisting criteria will be invited to participate in a selection and assessment process.

In the event of a high volume of applications NIPSO reserves the right to apply additional criteria in order to achieve a manageable shortlist of applicants.

Reasonable Adjustments

NIPSO are committed to ensuring equal access to employment opportunities for all individuals. Applications from disabled applicants are welcome. If you require any reasonable adjustments at any stage of the recruitment and selection process, please contact us on 0800 34 34 24 or email monitoringofficer@nipso.org.uk and we will work with you to find an accessible method for you to submit your application.

Guidance notes for completing your application form

NIPSO is committed to providing equality of opportunity for all job applicants. The information you supply on this application form will be treated in the strictest confidence and will be used solely for assessing your suitability for the post.

A candidate found to have knowingly given false information, or to have wilfully suppressed any material fact will be liable to disqualification from the process, or if appointed, to dismissal. All appointments are made on merit and in accordance with our Recruitment and Selection Policy.

Any canvassing of officers directly or indirectly in connection with an appointment will automatically disqualify the candidate.

Applications will only be accepted on the specific NIPSO application form. Incomplete application forms will not be considered. CVs, letters or any other supplementary material will not be accepted in place of, or in addition to, completed application forms and will not be made available to the shortlisting or interview panel.

Please also note:

- Applications which are received after the closing date or time will not be accepted.
- It is the responsibility of the applicant to ensure the completed form, together with the completed Equal Opportunities Monitoring Form, is returned by the closing date for applications.

Qualifications

You will be asked to provide original qualification certificates (or, where you have mislaid your original certificates, a certified statement of results from the relevant awarding body) and proof of memberships etc. that are relevant to the post applied for before any offer of employment can be made.

If you believe that your qualification is equivalent to the one required, you must provide specific evidence to demonstrate its equivalency in comparison to the qualification that was specifically detailed in the person specification.

If you possess any professional qualifications, please include the full details and include the date of the award.

If you have membership of a professional body please include the name of the body or organisation, the type of membership you hold (e.g., student, associate, fellow etc.), the date when this grade of membership was obtained and the expiry date (if any). If the membership has lapsed, please state this.

Experience

It is necessary to state your exact dates and periods of employment as at the application closing date (month/year) because this is calculated to the nearest month for shortlisting purposes. The shortlisting panel will only consider the information asked for in each separate box on the application.

You will be required to clearly demonstrate, by giving personal and specific details on your application form, how you meet the experience detailed in the person specification in the relevant box. If you do not supply sufficient information on your application form to clearly demonstrate that you meet the criteria, you will not be shortlisted.

Conflicts of Interest

Given the breadth of the Ombudsman's jurisdiction (namely her roles in investigating complaints about all public service providers in Northern Ireland and in investigating and adjudicating on alleged breaches of the NI Local Government Code of Conduct for Councillors), it is important that any actual or perceived conflicts of interest are declared.

On successful appointment, a pre-employment check will be to ask to consider and declare whether or not you have any actual or perceived conflicts of interest. Any interests that would impact your ability to carry out the role independently may result in not being able to progress your offer of employment.

For further assistance you may wish to consult the Northern Ireland Audit Office good practice guide on conflicts of interest.

Selection and Assessment Process

Shortlisting will take place during **week commencing 26 August 2025**. Candidates who demonstrate that they meet the essential criteria and if required, the desirable criteria, will be invited to attend a competency-based interview.

Interviews, including a presentation, are envisaged to take place during **week commencing 08 September 2025**. Further details of the process will be provided to candidates invited to interview.

A reserve list of candidates may be held for a period of twelve months and may be activated on a merit basis if a vacancy arises within that period.

Principles of the Appointment

NIPSO is committed to providing and promoting equality of opportunity and to the principle of recruiting on the basis of merit only. We welcome applications from all suitably qualified candidates regardless of their gender, including gender reassignment, marital or civil partnership status, having or not having dependants, pregnancy and maternity, religious beliefs, political opinion, race, ethnic origin, colour or nationality, sexual orientation, disability, age, Trade Union membership or non- membership or criminal records.

All NIPSO offers of employment are conditional and subject to successful pre-employment checks and the successful applicant will be required to:

- provide documentation to confirm their identity and their right to work in the UK;
- provide documentation to verify information already provided on the application form, e.g. qualifications, professional registration, driving licence, etc.;
- provide a basic AccessNI Check, which the successful candidate must obtain and the cost of which will be reimbursed upon appointment;
- provide satisfactory references, one of which must be from the candidate's current or most recent employer.
- provide a declaration on whether or not you have any actual or perceived conflicts of interest.

Further Information

If you have any further queries regarding the recruitment and selection process, then please contact the Monitoring Officer (monitoringofficer@nipso.org.uk)