



Northern Ireland
Public Services
Ombudsman



Investigations Administrator

**Northern Ireland Public Services Ombudsman
Candidate Information Booklet (NIPSO/IA/09/26)**

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1. MESSAGE FROM MARGARET KELLY, NI PUBLIC SERVICES OMBUDSMAN

Thank you for your interest in the position of Investigations Administrator 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 Investigations Administrator you will play a key role in our busy Investigations Teams to help us deliver the goals in this Strategic Plan. In particular, you will be providing accurate and confidential administrative support to the Further Investigations Team. The post-holder will manage a busy administrative caseload, source independent professional advisors to assist with NIPSO's investigative process, regularly communicate with public bodies to follow up on compliance with Ombudsman recommendations, and ensure accurate and timely updates to the case handling system.

This is a challenging and 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 increased significantly, 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 65 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 services, education bodies, social 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% annual increase in the number of complaints since the office was established in 2016.

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

The other significant areas of complaint related to Government Departments (13%), Housing (13%), Education (12%), and Councils (11%).

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.

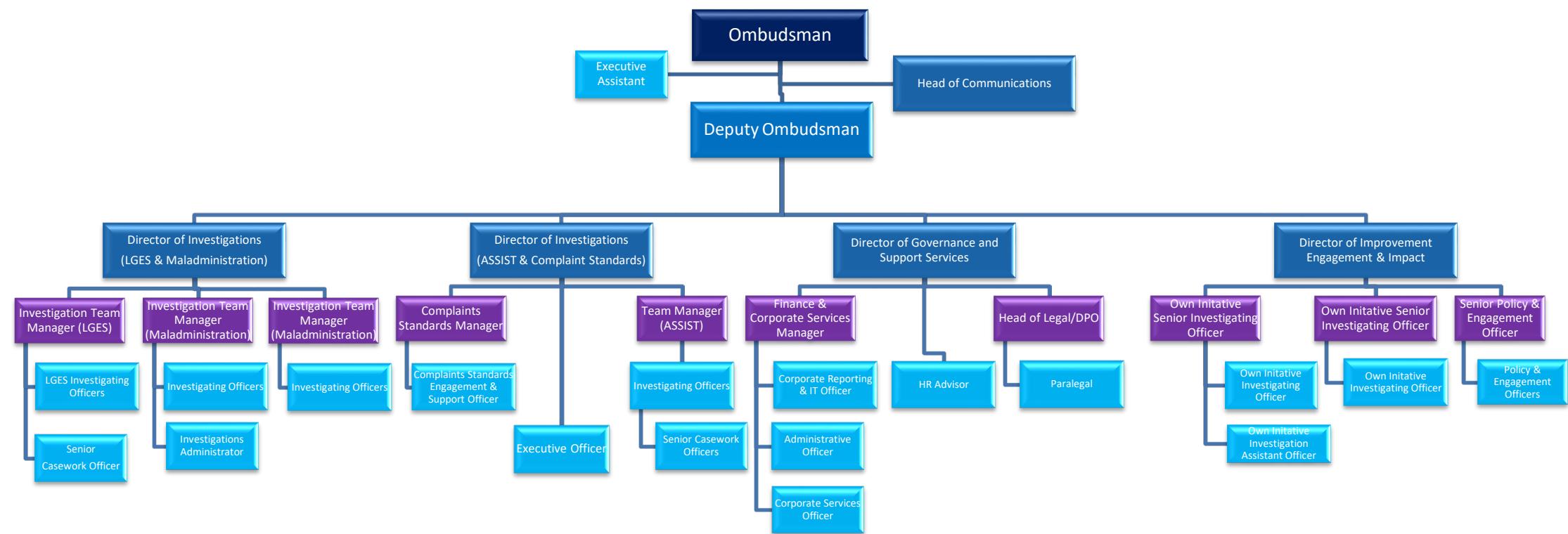
In relation to our Local Government Ethical Standards role, in 2024-25 the LGES team received 36 allegations that councillors had, or may have, failed to comply with the Local Government Code of Conduct ('the Code'). Allegation types included comments and actions on social media, disclosure of confidential information and the registration/declaration of interests.

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 Investigations Administrator will be key in ensuring that NIPSO achieves its strategic objectives and delivering a quality service for service users in line with NIPSO's 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

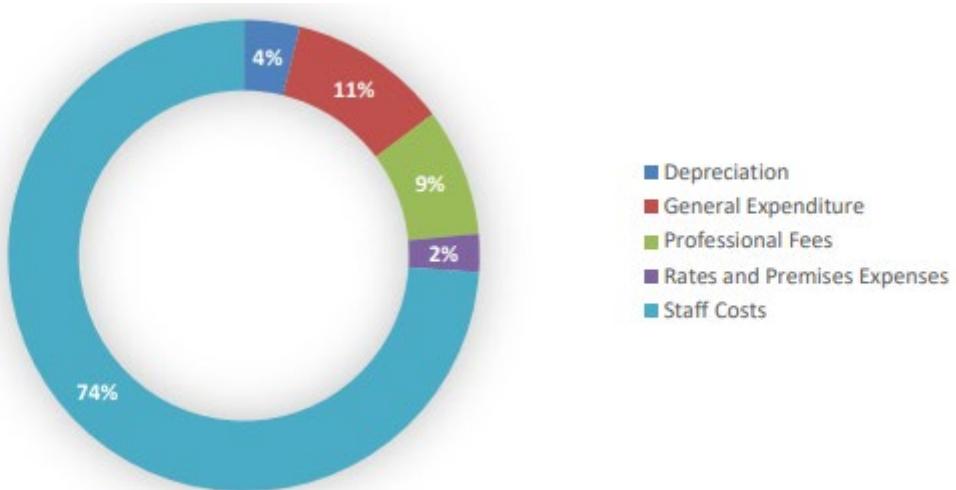
We act honestly, solely in the public interest and adhere to the Nolan Principles.

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: Investigations Administrator

Reporting to: Team Manager, Investigation

Grade: NJC Scale 5 (£28,598 to £31,022)

Salary: per annum

Location: Belfast

Main purpose of job

Reporting to the Investigations Team Manager directly, and ultimately to the Director of Investigations, the post-holder will provide an accurate, confidential, administrative support service to the Further Investigation Team.

Summary of principal duties and responsibilities:

The main responsibilities of this role are to support the Investigating Officers (IOs), Investigation Team Managers (TMs) and the Director of Investigations (Dol) by:

- Managing an administrative caseload and other competing priorities while taking personal responsibility for the provision of a confidential and efficient administrative support service to support the achievement of the office KPIs within service quality standards. This will include:
 - Assisting IOs to obtain independent professional advice by sourcing and contacting potential advisors from a list maintained by NIPSO;
 - Assisting IOs to obtain independent professional advice by preparing and/or issuing electronic and hard copy advice packages, as directed by the IOs;
 - Issuing completed draft and final investigation reports to complainants, public bodies and relevant third parties in line with the Procedural Manual, as directed by the IOs/TMs/Dol;
 - Closing further investigations cases on the case handling system in line with the Procedural Manual;
 - Tracking and administrating public bodies' compliance with Ombudsman recommendations, liaising with IOs on receipt of compliance documentation, and updating the case handling system, as required;
- To collate and process large volumes of sensitive data and information from a range of sources.
- To handle sensitive information, including medical information, required for investigations by photocopying and scanning confidential documents, uploading to the case handling system; deciphering illegible scanned documents for IOs.

- To develop and maintain accurate and contemporaneous records on the case management system and paper files in accordance with office policy and make suggestions for improvements in processing/record keeping as required.
- To format confidential investigation reports/correspondence for IOs as required.
- To produce internal reports, spreadsheets and other data on Further Investigations cases for the TMs/Dol/Senior Management Team, as directed.
- To input and check the accuracy of information recorded on the case handling system as required.
- To provide a confidential word processing and support service for the Further Investigations Team
- Provision of PA support as required by accurately taking minutes of meetings, as delegated, for the Further Investigations Team.
- Proof reading for IOs / TMs / Dol, as required.
- To provide general administrative support to other teams when requested by TMs /Dol, in line with business need
- To manage the Investigations Team email Inbox, responding to or redirecting correspondence as appropriate
- Manage administration of the File Management Structure for the Further Investigations Team.
- To maintain effective relationships with the public, wider public bodies/authorities and colleagues.
- To adhere to all GDPR/data protection policy and confidentiality requirements and NIPSO policies on the handling and storage of data.

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.
- Have due regard for your own safety and that of others, behaving appropriately at all times and reporting 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; and
- 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 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:

Qualifications

- (i) Educated to A level standard or equivalent. (AF)
- (ii) 2 years' experience in an administrative role within a busy customer service environment. (AF)
- (iii) Previous experience of using an electronic case handling system and of developing and maintaining systems to collate and monitor data to generate reports and ensure quality standards are met. (AF)
- (iv) Good attention to detail and a commitment to timeliness, quality, accuracy and confidentiality in information processing. (I)
- (v) Good organisational and planning skills, and the ability to work to deadlines to manage competing priorities. (I)
- (vi) Excellent written and oral communication skills to include the ability to communicate effectively with stakeholders at all levels. (AF) (I)
- (vii) Competent in the use of Microsoft Office packages to extract information and produce reports. (AF)
- (viii) Ability to work as part of a team and contribute to continuous improvement (I)

DESIRABLE CRITERIA

- (i) Experience of working in a complaints handling environment (AF)

SKILLS AND ATTRIBUTES

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

- Oral and Written Communication
- Collaborative Working
- Organisational and Planning
- Continuous Improvement

9. WORKING FOR US

Remuneration

The salary for this post is currently equivalent to NJC Scale 5 which is £28,598 to £31,022 per annum

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 3 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 (increasing to 30 upon 5 years' service), 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:
<https://nipso.getgotjobs.co.uk/registerJob/faab8bfc-ea14-fa98-95fe-dc6dc5fada98>

Completed application and monitoring forms are to be completed no later than **12 noon on 09 March 2026**.

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 09 March 2026**. 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 are envisaged to take place during **week commencing 23 March 2026**. 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)