



JOB DESCRIPTION TEMPLATE

Overview – maximum of 2000 characters (including spaces and punctuation)

The Prisons and Probation Ombudsman is an Arms Length Body of the Ministry of Justice and investigates:

- complaints from prisoners, trainees in Secure Training Centres (STCs), immigration detainees and probation supervisees; and
- deaths in prisons, STCs, Immigration Removal Centres, Secure Children's homes and probation approved premises.

Investigators report to Assistant Ombudsmen who are responsible for ensuring the quality and timeliness of the investigation process and outputs.

While the post holder will hold a role primarily in either the fatal incidents or complaints team, they will be expected to be flexible and contribute to cross-office working if the needs of the business require it.

The Ombudsman receives around 5000 new complaints a year of which around half are assessed as eligible for investigation. The number of deaths in custody requiring investigation is around 300-350 per year.

The post holder will need to have good judgement, a flexible approach, be open to change and be able to present the role of the Prisons and Probation Ombudsman's office in a positive way.

This is a busy but very interesting post which will suit someone who is self-motivated and well-organised, with strong written communication and analytical skills. Previous knowledge or experience of the Criminal Justice System is not essential as training will be given.

The PPO is going through a large period of change and will shortly be moving to a new office in Canary Wharf. You will be expected to spend at least 60% of your week at the office with the rest of the time working at home or commuter hubs once initial training is completed.

Please note, you can state a preference for deaths or complaints work if invited for interview, but the PPO will make the final decision. We expect that most vacancies will be in complaints.

Job Description – maximum of 2000 characters (including spaces and punctuation)

The post holder will be responsible for the following;

- Investigate cases according to the quality and timeliness objectives
- Attend establishments across England and Wales to conduct investigations and interviews where necessary. Travel and spend nights away from home, where necessary, to conduct the investigation.
- Draft letters and investigation reports ensuring that they are clear and accurate and demonstrate the case has been fully investigated. Set out the facts clearly and comprehensively, as well as the analysis and considerations that led to the final conclusions. Include recommendations if required and identify areas of good practice.
- Arrange factual accuracy checking/ advance disclosure of draft reports, where necessary, consider any comments received and propose amendments where appropriate in order to produce final report
- Support the wider work of the office through mentoring, supporting the work of team members, etc
- Any other appropriate tasks as required

For fatal incident investigations

- Provide verbal feedback on the early findings to senior staff in the investigated bodies
- Attend and provide evidence to inquests as required by the Coroner
- Liaise with police, clinical reviewers, solicitors and Coroners as necessary throughout the investigation
- In partnership with the Family Liaison Officer, liaise with any identified next of kin

For complaint investigations

- Respond to telephone calls from complainants
- Liaise with complainants and senior staff to mediate settlements where possible.

Essential requirements

- The ability to analyse and make a sound judgement based on multiple and sometimes conflicting evidence
- The ability to draft investigation products so that the message is clear, simple, accurate and well-evidenced with realistic and meaningful conclusions

Skills & Qualifications – maximum of 2000 characters (including spaces and punctuation)

You will be required to provide evidence of the following Competencies:

Making Effective Decisions

- Make decisions when they are needed, even if they prove difficult or unpopular
- Identify a range of relevant and credible information sources and recognise the need to collect new data when necessary from internal and external sources
- Recognise patterns and trends in a wide range of evidence/ data and draw key conclusions

Leading and Communicating

- Communicate in a succinct, engaging manner and stand ground when needed
- Communicate using appropriate styles, methods and timing, including digital channels, to maximise understanding and impact

Collaborating and Partnering

- Establish relationships with a range of stakeholders to support delivery of business outcomes
- Actively seek input from a diverse range of people
- Readily share resources to support higher priority work, showing pragmatism and support for the shared goals of the organisation
- Deal with conflict in a prompt, calm and constructive manner
- Encourage collaborative team working within own team and across the department

Managing a quality service

- Make effective use of project management skills and techniques to deliver outcomes, including identifying risks and mitigating actions
- Develop, implement, maintain and review systems and service standards to provide quality, efficiency and value for money
- Work with team to set priorities, goals, objectives and timescales

Delivering at pace

- Successfully manage, support and stretch self and team to deliver agreed goals and objectives
- Take responsibility for delivering expected outcomes on time and to standard, giving credit to teams and individuals as appropriate
- Regularly monitor own and teams' work against milestones or targets and act promptly to keep work on track and maintain performance.