

## **Investigator**

**Reporting to** – Ombudsman manager

**Working hours** – full time is 35 hours a week. Part time is 28 hours across four days a week. Our service is open from 8am to 8pm on weekdays, and 9am to 1pm on Saturdays. You'll agree your working pattern with your manager.

## **The purpose of your role**

By listening carefully, asking thoughtful questions, thinking pragmatically and communicating effectively, you'll quickly understand and get to the heart of the problems people bring to us.

Using empathy and first-class problem solving skills you'll gain the confidence of our customers in delivering impartial answers that are both fair and feel fair.

There'll be different ways you do this. Sometimes, it will involve giving people an immediate steer on their situation – including suggesting options to think about. At other times, people will ask for our help in situations where you'll need to use your full investigatory skills to get to the bottom of things and make recommendations for the way forward. And you'll be committed to doing this more efficiently, so that we can deliver more for less and so that no customers are waiting.

Whatever the situation, you'll want to understand the impact that it's having on the people involved. This means you'll need to have the skills and confidence to have a conversation that enables you to get to the heart of what's gone wrong.

Most importantly, you'll use your common sense and judgement. Where appropriate, this will mean referring to our casework policy (or approach) to deliver a timely answer that not only is fair but also feels fair – and helps everyone involved to move forward. To do this effectively, you'll need to build trust, manage expectations and explain what you think, and why, in a way that's human and clear for everyone to understand.

You'll have a variety of problems to sort out for our customers – and your answers could have a significant impact on their lives and livelihoods. So you'll build and share knowledge with your colleagues, and work together as a team to provide fair responses – including on circumstances you may be seeing for the first time. Sometimes this will mean recognising when you need help to find the fair answer – so you'll be confident in asking colleagues for help and using our knowledge tools to help find more information.

## **How we'll measure your success**

- Demonstrating your ability to get to the heart of problems, to reach fair outcomes and to move things along as quickly as possible for our customers

- Meeting or exceeding your objectives, which you'll agree with your Ombudsman manager
- Delivering more for less – so that our costs are managed tightly and no customers are waiting
- Feedback from customers, your team, colleagues and your manager
- The ways you extend your knowledge to solve a widening range of problems – and how you help and support colleagues in sharing what you know
- Demonstrating the behaviours we expect of everyone working here every day

### **You're accountable for...**

#### ***Our customers - our people - our reach - our impact - our service***

- Putting people at the heart of everything we do so that our customers' needs come first
- Taking responsibility for delivering your objectives – and working with your team to contribute to meeting our wider commitments
- Listening to the full story to get to the heart of problems – asking the right questions to uncover potentially hidden issues, and capturing details and insight accurately on our systems
- Taking responsibility for a wide range of enquiries and problems – whatever stage they're at – and making sure you understand and evaluate the key information so you can reach fair outcomes
- Being proactive and organised – doing all you can to ensure problems are sorted out as quickly and efficiently as possible, so that there are no customers waiting
- Tailoring the way you engage with each customer – whether business or consumer – taking account of the individual circumstances in each case and the impact the problem is having on those involved
- Communicating effectively over the phone, in writing and on social media, in a clear, balanced and thoughtful way – showing you understand the customer's point of view whether you agree with them or not
- Showing an active interest in the world around you – identifying emerging issues and sharing relevant insight with your team and your manager
- Developing and sharing your knowledge across a range of different kinds of problems and situations
- Using the tools available to continuously develop your knowledge and ability to progress customers' problems as far as you can yourself
- Listening to, and acting on, customer feedback to get things back on track and resolve any service complaints promptly and fairly.  
Identifying measurable improvements we can make for our customers and for our service
- Caring about the confidential and personal data you'll be handling – and treating information like this with discretion and sensitivity.
- Delivering a fair and efficient service that reflects the diversity of our customers and our people.

### **Your experience includes...**

- Helping customers with their problems – quickly, fairly and in a way that’s human and tailored to their individual needs
- Using your common sense and judgement – as an outstanding problem solver – to analyse and evaluate information, often involving situations that are unclear and sensitive
- Communicating in a straightforward and approachable way with people at all levels, showing that you understand their situation and how it affects them
- Building rapport and relationships by listening to, understanding and empathising with others - caring about the world around you, and the difference you make
- Influencing and negotiating – understanding different perspectives and reaching consensus where possible
- Prioritising your workload with pace and flexibility to meet targets – adapting as things change and taking ownership for moving things as far forward as quickly as possible
- Recognising when you don’t know the answer and when you need to approach others for help – and continuously updating your knowledge and skills, including seeking feedback to help your development
- Being approachable and collaborative, and working well as part of a team
- Being personally accountable for getting the detail right and being accurate – while still seeing the bigger picture, to get to the heart of what really matters

### **What we expect of everyone working here ...**

#### **We put people first in everything we do**

- Before we do anything, we think of the impact it will have on the person we’re dealing with – and on how it will make them feel
- We recognise people’s different backgrounds – and we adapt our processes to help meet their individual needs
- We let people know where they stand – even where the outcome might not please everyone
- We each take responsibility for moving things forward – guided by common sense and pragmatism

#### **We make fair decisions that *feel* fair**

- We use our knowledge and experience of what’s fair to guide all our actions and decisions
- We have the confidence to challenge things that don’t feel fair
- We get to the heart of the problem – and put things in perspective
- We understand the impact of our decisions on people’s lives

### **We communicate as people**

- We make sure people feel listened to – so they trust our actions and decisions as thoughtful, unbiased and fair
- We're straightforward, friendly and human – never hiding behind jargon or complicated words
- We understand that communication is two-way – and move things forward through open, honest conversations
- We're confident in using the ombudsman's tone of voice – and apply it consistently
- We anticipate the impact of what we're saying and give difficult messages sensitively

### **We want to make things better**

- We're proud of the work we do at the ombudsman – and we each play our part with energy and enthusiasm
- We're always looking for ways to widen our own understanding and experience – to help us do our job better
- We notice things that aren't working as well as they could – and we're committed to helping improve them
- We're flexible and resilient – keeping a cool head under pressure and adapting quickly to change

### **We care about the world around us**

- For people to have confidence in us, we're each accountable and responsible for our own individual actions
- We listen to different points of view – and we value teamwork and the contributions others make
- We respect each other and the resources we use

### **We share what we know**

- We ask thoughtful questions and listen to other people – so we can learn to do our job more effectively
- We recognise that knowledge is only useful if it's shared – and we help others widen their understanding and experience