

I'm Claire, I'm an Investigator

Who I work with

My Ombudsman Manager (OM) supports me day-to-day with my role

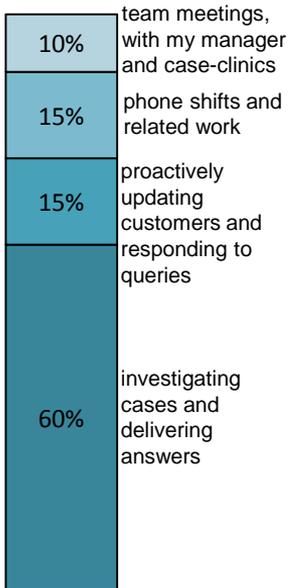
My team and I discuss our progress and problems we're facing

Case clinics & helpline for extra case support

My Ombudsman Leader is around to drive our department's vision

Other OMs in my department for case support

How I spend my time



- ✓ Prioritisation skills
- ✓ Communication skills
- ✓ Decisive
- ✓ Sound judgement
- ✓ Empathetic
- ✓ Able to evaluate evidence
- ✓ Takes ownership/results focussed
- ✓ Resilient

Reasons I come to work each day



Working with like minded people who genuinely care about others and what we do



The variety of casework and the opportunity to learn



Being able to help consumers and businesses to find the right answer



The ability to own, investigate and reach a decision

Challenges I might have each day



Balancing my time effectively and getting fair answers to customers



Challenging assumptions about our service – I have to be impartial, fair and reasonable



Prioritising between what's important and what's urgent

A day in the life

My time is mine to manage. It's crucial that I plan ahead and prioritise my time. So I set myself objectives each day, and each week to help me achieve my targets. Focus is really important, because there are a lot of different aspects to the job – investigating complaints, writing opinions, updating customers, and phone shifts to manage. It's my responsibility to progress the cases on my desk quickly and with minimal formality, delivering fair and reasonable answers – but my Ombudsman Manager supports me in working my more complex cases and I can access case clinics to get extra help. It's really varied work, which means that there's always something to learn. And making a difference is really rewarding.