

Scheme of Delegation


I, Rosemary Agnew, Scottish Public Services Ombudsman, delegate to the under noted post-holders, the authority to exercise the following duties:

Finance	Authorised Signatory
Requests for goods and services, contracts and purchase orders up to and including £1000	One of the following: <ul style="list-style-type: none"> • Leadership Team member • Corporate Services Manager
Requests for goods and services over £1000	One of the following: <ul style="list-style-type: none"> • Ombudsman • Director
SPSO Credit Cards	Account holder only: <ul style="list-style-type: none"> • Ombudsman • Director • Corporate Services Manager • Procurement Officer
Petty cash account	One of the following: <ul style="list-style-type: none"> • Leadership Team member • Corporate Services Manager
Invoice payment authorisation up to and including £1000	Originator of contract, countersigned by one of the following: <ul style="list-style-type: none"> • Leadership Team member
Invoice payment authorisation over £1000	Originator of contract, countersigned by one of the following: <ul style="list-style-type: none"> • Ombudsman • Director
Approval of travel claims	The line manager or their line manager. Director for claims by Ombudsman
Signatories for cheque book for bank account	Amounts up to £1000, one of the following: <ul style="list-style-type: none"> • Leadership Team member • Corporate Services Manager Amounts over £1000, two of the above.



Official Documentation	<i>Authorised Signatory</i>
Contracts- over £1000	One of the following: <ul style="list-style-type: none"> • Ombudsman • Director
Purchase orders over £1000	One of the following: <ul style="list-style-type: none"> • Ombudsman; • Director
Formal deeds and agreements	Ombudsman
Payroll	<i>Authorised Signatory</i>
Completed Monthly Payroll Submission and Summary	Two of the following: <ul style="list-style-type: none"> • Ombudsman • Director • HR Officer
Salary Amendments (including advances, increases/decreases, new employee's annual salary)	One of the following: <ul style="list-style-type: none"> • Ombudsman • Director
Overtime Claim Forms	The line manager or their line manager.
Expense Claim Forms	Amounts up to £1000: The line manager or their line manager. Amounts over £1000, one of the following: <ul style="list-style-type: none"> • Ombudsman • Director
Employee Loans (travel, training courses etc)	One of the following: <ul style="list-style-type: none"> • Ombudsman • Director
Holiday Payments	One of the following: <ul style="list-style-type: none"> • Ombudsman • Director



Staffing	Authorised Signatory
Approving overtime/Time Off in Lieu	The line manager or their line manager.
Up to 10 consecutive days annual or other leave	The line manager or their line manager.
Over 10 consecutive days annual or other leave	Director (See SPSO absence provision)
Letters of appointment	One of the following: <ul style="list-style-type: none">• Ombudsman• Director
Absence Provision	Authorised Signatory
Where a member of staff is not contactable or unavailable, for example, on sick or prolonged leave, for a period beyond which a decision cannot be delayed, the authority is delegated as follows:	<ol style="list-style-type: none">1) line manager2) Director3) Ombudsman
Complaints Handling	
<p>In accordance with paragraph 11 of Schedule 1 to the Scottish Public Services Ombudsman Act 2002 (the Act) any function of the Ombudsman may be exercised on the Ombudsman's behalf by any person (whether or not a member of the Ombudsman's staff) authorised by the Ombudsman to do so, and to the extent so authorised.</p> <p>This includes, but is not limited to, making decisions on whether to initiate, continue or discontinue investigations as provided for in section 2(3); taking action as provided for in section 2(4); issuing statements of reasons as required by section 11; and issuing investigation reports as required by section 15.</p> <p>Specifically, in the absence of the Ombudsman the Director will deputise for the Ombudsman in all matters, including the approval of public reports and recommendations resulting from the investigation of complaints.</p> <p>This delegated authority is subject to compliance with all contractual terms and policies, including the Conduct and Behaviour Policy</p>	
 Rosemary Agnew, Scottish Public Services Ombudsman	30 April 2019