

## Job Description

### Independent National Whistleblowing Officer (INWO) Complaints Reviewer

**Reports to:** INWO Team Manager

**Location:** Edinburgh

**Job purpose:** Working under the delegated authority of the Ombudsman as part of an investigations team, effectively handle a portfolio of enquiries and whistleblowing complaints in line with the legal and INWO procedural requirements. Supporting the INWO Team Manager to provide and develop a high quality, efficient whistleblowing complaints handling service. Contributing to outreach work in raising INWO's profile and raising awareness of best practice learned through whistleblowing complaints and related issues amongst INWO stakeholders.

| AREA OF WORK                                | COMMITMENTS/<br>RESPONSIBILITIES   | DUTIES   | COMPETENCY  |
|---|--|--|---|
| <b>WHISTLEBLOWING COMPLAINTS MANAGEMENT</b> | Delivering a timely and effective whistleblowing complaints handling service.  | <ul style="list-style-type: none"> <li>Effectively manage a portfolio of whistleblowing complaints and enquiries to ensure they are handled appropriately and in a timely fashion.</li> <li>Working with the INWO Team Manager to identify and manage changing priorities.</li> <li>Ensure efficient and accurate record keeping on all cases through use of management information systems and IT.</li> </ul>   | <p>Planning and organising</p>  |
| <b>WHISTLEBLOWING COMPLAINTS HANDLING</b>   | Handling enquiries and complaints in a consistent, fair way and according to whistleblowing complaints handling guidance and procedures. | <ul style="list-style-type: none"> <li>Working with the INWO Team Manager to ensure investigation processes are followed when administering an investigation in line with INWO Guidance including:                             <ul style="list-style-type: none"> <li>working collaboratively with colleagues to plan the investigation and use discretion to tailor investigation approach;</li> <li>initial contact, information gathering and clarification of the nature of the concern with the whistleblower;</li> <li>decide on appropriate methods of investigation and/or, if appropriate giving information for the whistleblower to access other advice agencies;</li> <li>work with team members to identify and gather evidence, including site visits, interviewing</li> </ul> </li> </ul> | <p>Applying professional knowledge</p> <p>Analysing and judging</p> <p>Working together</p> |

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|  |  | <p>individuals and taking statements relevant to the whistleblowing complaint;</p> <ul style="list-style-type: none"> <li>○ seek independent advice where appropriate;</li> <li>○ assess, question and review the evidence to make a decision; and</li> <li>○ prepare and provide a provisional decision in the whistleblowing complaint and consider any new information and/or further evidence relevant to the whistleblowing complaint.</li> </ul> <ul style="list-style-type: none"> <li>● Prepare public reports for sign off by the INWO Team Manager and senior management as outlined in the INWO Guidance.</li> </ul>   |   |
| <p><b>SERVICE DELIVERY AND IMPROVEMENT</b></p> | <p>Developing and providing a modern, transparent, independent and empathetic service.</p> | <ul style="list-style-type: none"> <li>● Support the INWO team and manager in the development of INWO team processes and guidance.</li> <li>● As part of the investigations process, and in line with INWO Guidance: <ul style="list-style-type: none"> <li>○ ensure all those affected by whistleblowing are dealt with in an empathetic and sensitive way and that information is recorded in full;</li> <li>○ protect confidentiality of whistleblowers and others involved in the process;</li> <li>○ give clear reasons when a whistleblowing complaint is not to be investigated;</li> <li>○ make final written decisions and recommendations and follow up on the implementation of recommendations;</li> <li>○ manage whistleblowers' expectations and keep them appropriately informed, according to confidentiality requirements;</li> <li>○ seek appropriate outcomes, including resolutions, where appropriate; and</li> <li>○ use appropriate methods of communication when establishing the facts, gathering evidence and sharing decisions.</li> </ul> </li> <li>● Contribute to the ongoing development of best practice guidance and materials, building on the</li> </ul> | <p>Effective communication and managing relationships</p> <p>Being open and adaptable</p> <p>Delivering excellent service</p> |

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|                            |  | <p>learning from whistleblowing complaints, enquiries, advice and interactions with stakeholders.</p> <ul style="list-style-type: none"> <li>• Support the Team Manager to gather and analyse data on whistleblowing complaints.</li> </ul>  |   |
| <b>OUTREACH ACTIVITIES</b> | Contributing to Outreach Strategy and activities to raise awareness and best practice among stakeholder groups.                                | <ul style="list-style-type: none"> <li>• Representing the INWO externally to publicise the work of the service in improving whistleblowing concerns and raise awareness of the new function.</li> <li>• Developing effective and constructive relationships with stakeholders.</li> </ul>  | Delivering excellent service            |
| <b>TEAM-WORKING</b>        | Contributing to the effectiveness and success of the team.   | <ul style="list-style-type: none"> <li>• Assisting the Team Manager to meet SPSO standards, commitments and operational targets.</li> <li>• Working collaboratively with colleagues to plan and conduct investigations.</li> <li>• Building strong working relationships across SPSO and with external stakeholders.</li> <li>• Promoting equality of opportunity and diversity as appropriate.</li> </ul>   | Working together and valuing difference |
| <b>PEOPLE DEVELOPMENT</b>  | Managing your own performance and development and taking responsibility for supporting the development of others.                              | <ul style="list-style-type: none"> <li>• Working with the INWO Team Manager to agree and meet clear individual objectives.</li> <li>• Taking responsibility for developing own skills, knowledge and competencies through internal performance management processes.</li> <li>• Providing guidance, support and coaching to colleagues.</li> <li>• Sharing knowledge and experience informally and through formal knowledge sharing channels.</li> </ul> | Developing self and others              |
| <b>STRATEGY</b>            | Seeking to understand and contribute to organisation goals in line with the overall objective of improving whistleblowing complaints handling. | <ul style="list-style-type: none"> <li>• Demonstrating awareness of strategic objectives of the organisation and specific to INWO function and using this knowledge to inform actions.</li> <li>• Taking responsibility for ad-hoc team projects as agreed with the INWO Team Manager.</li> <li>• Contribute to the SPSO response to external policy consultations.</li> </ul>   | Being open and adaptable                |