



JOB DESCRIPTION

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| Agency | Office of the Ombudsman | Work Unit | Investigations Division |
| Job Title | Investigation Officer | Designation | BAND L |
| Job Type | Permanent | Duration | Ongoing |
| Salary | | Location | Nuku'alofa |
| Position Number | 1 | Closing | N/A |
| Contact | 'Alisi Taumoepeau, KC. Chief Executive Officer ceo@ombudsman.to | | |
| Agency Information | www.ombudsman.to | | |

Primary objective: Supports in resolving/Investigating complaints about Government departments, organisations and any Order proclaimed by the Speaker of the Legislative Assembly as set out under the Ombudsman Act 2001. Prepare accurate reports and recommendations to the Director of Investigations, CEO, Ombudsman and agency CEO's and support organisational goals.

Key Duties and responsibilities:

1. Assist in leading the Investigation Division in strategic planning, organising, leading and controlling.
2. Resolve/Investigate serious and/or complex complaints of authorities under the Ombudsman Act.
3. Prepare concise, factual reports and correspondence about the results of enquiries and investigations, and research and prepare recommendations to improve public administration and equity for complainants. This includes research of laws and policies.
4. Leadership, supervision, training and case management of Investigation Officers as required.
5. Assist in public outreach and quality improvement initiatives of the Office as required.
6. Assist in training by the Office and with development of course materials as required.

Selection Criteria:

Essential:

1. Developed skills, knowledge, and experience relevant to investigation/research, including those required for the collection and analysis of evidence and for questioning complainants/witnesses and public servants.
2. Developed skills, knowledge and experience relevant to interpreting complex matters of law, including the ability to problem solve and propose practical recommendations relevant to the promotion of good governance in the public administration.
3. Developed level of oral and written communication skills, including the ability convey information in a range of styles for a range of audiences, and particularly the ability to liaise effectively with senior level officers and professional experts on a range of topics.
4. Developed interpersonal skills with the ability to appropriately and sensitively manage witnesses and complainants, to interact well with people effectively with the objective of resolution.
5. Demonstrated integrity and enthusiasm and the ability to positively contribute to a team environment as well as to work independently under pressure.
6. Ability to interpret legislative provisions and operate in accordance with the relevant legislation, including an appreciate of administrative law principles.

Desirable:

1. Degree in Law, Public Administration or Management
2. Knowledge of the operations of the public administration.

Further information: Appointment is dependent on a clean criminal record.