

INFORMATION FOR APPLICANTS

Thank you for your interest in working for the Western Australian Ombudsman. This document provides an overview of the Ombudsman's role and information to assist you during the recruitment, selection and appointment process.

About the Western Australian Ombudsman

The Western Australian Ombudsman is an independent officer of Parliament with responsibility to investigate the actions of State Government departments, prisons, hospitals, schools and technical colleges, local governments and public universities.

The creation of the office of the Ombudsman recognised:

- the growing power of public authorities to affect people's daily lives and the need for these authorities to be accountable for this power; and
- the desirability of creating a body that provides timely, accessible and low cost means for people to resolve their disputes.

The Ombudsman has two principal functions:

- to investigate complaints from the public about public administration; and
- to improve, over time, the standard of public administration.

The Ombudsman observes an independent and impartial approach to the conduct of investigations as well as observing procedural fairness at all times. Information obtained by the Ombudsman in an investigation is confidential.

At the conclusion of an investigation, the Ombudsman may make formal recommendations. The Ombudsman places a strong emphasis on making practical recommendations about significant matters. The Ombudsman does not make recommendations unless it is considered that the benefits of the recommendations outweigh the costs.

Further information about the Western Australian Ombudsman can be found on our website: www.ombudsman.wa.gov.au

Energy Ombudsman

Under a service delivery arrangement, the Ombudsman also undertakes the role of the Energy Ombudsman for the Western Australia's Gas Industry Ombudsman scheme and the Electricity Ombudsman scheme. The governing body of the two schemes is Energy Industry Ombudsman (Western Australia) Limited.

Further information is available on our Energy Ombudsman website: www.ombudsman.wa.gov.au/energy

Employee Benefits

The Ombudsman's Office offers a broad range of employee benefits that include:

- Flexible work arrangements including phased retirement options.
- Professional development including Study Assistance for approved study.
- 9% employer contributed superannuation, in addition to the advertised salary.
- Salary Packaging Options.
- Generous leave benefits such as:
 - 20 days annual leave per year; plus 17.5% loading;
 - 15 days personal leave;
 - 2 extra days in lieu of public sector holidays;
 - 14 weeks paid parental leave;
 - Long service leave after 7 years;
 - An ability to purchase up to an extra 10 weeks leave per year; and
 - Special purpose leave including: Bereavement leave, Ceremonial/Cultural leave, Blood/Plasma Donors leave, Leave for training with the Defence Forces, and Emergency Service leave.

Recruiting People for the Position

We recruit people from our advertised vacancies that appear in Saturday's West Australian and/or the Jobs WA website at www.jobs.wa.gov.au

However, in some cases, to achieve a broad field of applicants, we may conduct an executive search and an appointed Consultant may continue to recruit applicants after the closing date.

Making an application

- **Ask yourself, is this job for me?**

Before applying, you should feel confident that you have the necessary skills and abilities to do the job.

The Job Description Form will identify the key responsibilities of the position and the requirements for the job (selection criteria) that relate to the advertised vacancy/recruitment pool. You are encouraged to read through the Job Description Form asking yourself whether you meet each requirement. We cannot appoint someone to a job if they do not meet all the essential work related requirements.

To further assess your suitability for the job, it may be helpful to talk to the contact person named in the advertisement.

- **Writing your application**

Your written application will be used by the selection panel to determine whether you will move to the next stage of the selection process, which is usually an interview. As there may be many other people applying for the position, your application needs to demonstrate that you meet all the selection criteria and stand out from other applicants.

You do not need to submit a separate statement addressing the selection criteria, but must provide sufficient information for the panel to assess your suitability against the work related requirements of the position. This can be achieved by submitting a comprehensive curriculum vitae that provides sufficient information to demonstrate that you meet the selection criteria.

Here is a guide to the information you should include in your application:

- Application for Advertised Vacancy Form, including referee details. The panel will ask your referees how well they think you meet the requirements of the job. Select referees who know about your relevant skills, knowledge and competencies. Always let your referees know about the position and skills required before nominating them in your application.
- Resume (curriculum vitae) including -
 - Personal details.
 - A summary of your work history starting with your most recent position and including dates and details of the tasks/responsibilities undertaken in each position.
 - Your education and training achievements, including any you are doing now. Note: If you have a qualification from overseas or interstate, you should provide information on its status in Western Australia.
 - Any activities outside of work which may be relevant to the job.
- A photocopy of your formal qualifications.
- **Lodging your application**

Your application should be marked "Private and Confidential – Advertised Vacancy" to:

Email: hrrecruitment@ombudsman.wa.gov.au

Mail or hand deliver to:

Senior Human Resources Consultant
Ombudsman Western Australia
2nd floor, Albert Facey House
469 Wellington Street
Perth WA 6000

Fax: (08) 9220 7500

If you are applying for multiple positions, please submit a separate application and curriculum vitae for each position unless otherwise advised.

- **Getting your application in on time**

It is your responsibility to make sure your application is received by the closing date and time as stated in the advertisement. Late applications cannot be considered, and we cannot make allowances for delays with the post and incorrectly addressed mail that are delayed or not received.

You will be sent an acknowledgement of receipt when your application is received. If you have any concern about your application arriving to us on time, please contact our Senior Human Resources Consultant on (08) 9220 7580.

Public Sector Standards in Human Resource Management

Our commitment is to be fair and equitable in our recruitment decisions, and to meet the Public Sector Standards in Human Resource Management. Information outlining the Public Sector Standards in Human Resource Management can be found at the website of the Public Sector Standards Commissioner at www.psc.wa.gov.au

What selection processes will be used?

An independent selection panel is appointed – generally three or more people. The selection methods used by the panel depend on the type of job advertised. Usually, the key steps in the recruitment process are:

- The selection panel uses the written application or consultant's report on search candidates to assess applications against the selection criteria and shortlist preferred candidates.
- Shortlisted candidates are assessed further. This may be done using a range of selection methods. Generally interviews are conducted but this is not always the case. We may also choose to use other methods to assess the suitability of candidates, such as assessment of work samples. Whichever techniques are adopted, they will be applied consistently within one selection process.
- Referee reports will be sought. We may wish to seek referee reports from people other than those you have nominated. If this is the case we will advise you before we do this and give you an opportunity to comment on the use of that referee.
- Selection report is prepared and finalised.
- Applicants notified.

Appointment Process

To be eligible for permanent appointment applicants must be Australian citizens or possess permanent resident status. We may require a police clearance certificate prior to appointment.

- **Notifying applicants**

At the conclusion of the selection process, the recommended applicant will be advised and all unsuccessful applicants will be notified of their right to lodge a breach of standards claim.

Appointments in the public sector are subject to the provisions of the Public Sector Management (Breaches of Public Sector Standards) Regulations 2005. Unsuccessful applicants have 10 working days to make an application for a review of the process if they are of the opinion the Recruitment, Selection and Appointment Standard has been breached.

The Regulations do not provide for a review to be undertaken on the basis that an unsuccessful applicant considers him or herself more competitive than the recommended applicant.

In the event that an application for a review of the process is received, the office is required to have the process examined and it may be some time before the selection process is finalised.

- **Appointment of the recommended applicant**

Once the selection process is finalised and the breach period concluded the recommended applicant will then be formally appointed to the position.

The recommended applicant will usually be contacted to discuss a commencement date and a formal offer of employment will be issued.

- **On appointment**

Successful applicants will be required before commencing duty to take an oath or affirmation to not divulge any information received under the terms of the *Parliamentary Commissioner Act 1971*, except in accordance with that Act.

Conflict of Interest

It is important to consider issues that may lead to a real or perceived conflict of interest because public confidence in the integrity of our Office is vital.

Conflicts of interest exist when it is likely that one of us could be influenced, or could be perceived to be influenced, by a personal interest in carrying out our public duty.

By way of example, a situation that may potentially create a conflict of interest is through employment undertaken outside the Ombudsman's office. You will be required to obtain written permission from the Ombudsman to engage in any outside employment and this may be declined if there is a conflict of interest.

If you are the recommended applicant you will be asked to discuss any potential conflicts of interest and how they may be resolved prior to an offer of appointment.

If you are in any doubt whether to disclose a potential conflict of interest, please discuss this with the contact person in the job advertisement.

Further assistance or advice

If you have any questions about the information provided in this package, or are experiencing any difficulties with your application, please contact our Senior Human Resources Consultant on (08) 9220 7580.