



Nikao, Pokoinu Rd (Harley Street) Rarotonga, Cook Islands, PO Box 748
Telephone (+682) 20605 email: ombudsman.complaints@cookislands.gov.ck

POSITION SUMMARY

Job Title:	Investigations Officer
Division:	Investigations
Responsible To:	Investigations Lead
Responsible For:	Assisting the Investigations Lead in fulfilling the functions of the Ombudsman as set out in the Ombudsman Act 1984, Disability Act 2008, Official Information Act 2008 and the Police Act 2012.
Job Purpose:	The role of the Investigations Officer is to assist the Investigations Lead in fulfilling the functions of the Ombudsman as set in Section 11 of the Ombudsman Act 1984 (the Act), namely the investigation of maladministration against government ministries, agencies or organisations as specified in the Schedule to the Act whether on complaint made to him or of his own motion. In addition, the role is also to assist the Investigations Lead in fulfilling the functions of the Ombudsman as set out in the Official Information Act 2008, Disability Act 2008 and the Police Act 2012 and other United Nations conventions or treaties. This is an analytical and investigative role requiring sound skills and knowledge in managing complaint files, investigating of complaints and enquiries, communicating or corresponding with person/s affected by the investigations, tracking and special reviews of investigations or enquiries, including assisting in developing and conducting of public awareness and training of government ministries, agencies, organisations and civil society both on Rarotonga and in the Pa Enua on the duties, responsibilities and powers of the Ombudsman. Furthermore, this role also assists in providing support capabilities at national, Pa Enua, regional and international levels including in assisting in the compilation of office information for informed decisions in preparing annual report, regional and international reports and other required reports. This position must work at a high level of competence in carrying out investigations strategies, assist with maintaining proper record keeping and management of complaint files, communicating with affected persons, developing and conducting appropriate public awareness and training modules and compliance with relevant legislative mandates, policies, prescribed processes and procedures.
Job Classification:	Policy, Governance, Regulatory
Job Band:	F
Salary Range:	\$25,899 - \$38,690 (2025 pay structure)
Date updated:	June 2024

AGENCY VISION

Office of the Ombudsman vision is ***“To Promote Fairness for All”***

AGENCY MISSION

The Ombudsman conducts independent and impartial investigations initiated upon receipt of complaints or acting on his own initiative. The Ombudsman endeavours to strike a fair balance between what the public expects from government services and government that provides these services. The Ombudsman’s objective is to develop a public service culture which upholds fairness; fosters dedication and commitment; promotes openness and accountability taking into account our Cook Islands cultural values.

AGENCY VALUES

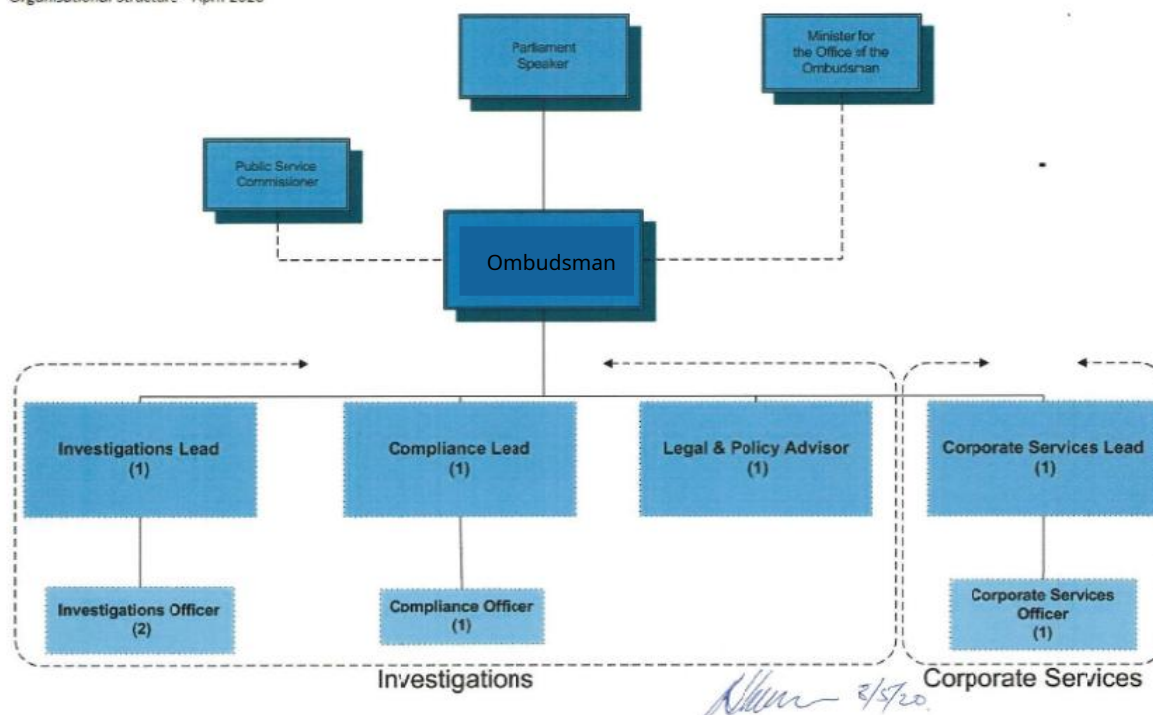
The Office of the Ombudsman include the values of the Public Service as well as those specific to his office:

Quality Where there is trust between staff and the office and between the office and all relevant stakeholders, investigations that are fair and timely	Collaboration Working collaboratively and form effective alliance with others to effectively achieve the office’s goal and objectives
Integrity Be of good character and act fairly and be honourable in all dealings	Transparency Taking actions and making decisions in an open and transparent manner
Impartiality Remaining neutral in all investigations, giving free and frank advice without fear or favour and not taking any particular side in an action undertaken	Accountability Being able to explain the reason for actions taken and taking responsibility for those actions
Honesty Acting honestly, being truthful, and abiding by the laws of the Cook Islands	Respect Treating the people, you deal with, the Cook Islands Government and colleagues with courtesy and respect
Innovation Seeking self-enhancement in all key areas, and applying original thinking in approach to work responsibilities	Independence Taking actions and making decisions on its merit and without undue influence

ORGANISATIONAL STAFFING STRUCTURE

Te Mato Akamoeau – Office of the Ombudsman

Organisational Structure - April 2020



KEY RESULT AREAS (KRA'S)/OUTPUTS

KRAs for this position (maximum of 6)	Key Performance Indicators (use SMART principles)
KRA 1: Investigations - Receive and record complaints within 24 hours of receipt. - Conduct an interview of complainants - Analysing and reporting to the Investigations Lead on issues relevant to the complaint - Discussing the complaint with the Investigations Lead and the Ombudsman - Determine whether the matter should be investigated - Determine whether the matter should be referred to another government department or official - Ensure that the Investigations Lead and the Ombudsman is informed of all complaints and their status. - Liaise and correspond with personnel relevant to the complaint or investigation - Identify and obtain information on the complaint or investigation - Conduct out research of matters relating to the complaint or investigation - Analyse information received and develop an evidence file - Identify matters that should be referred to Police or Crown Law Office for prosecution where required - Draft Notification letter, preliminary and final view reports including possible recommendations for consideration by the Investigations Lead - Submit reports to relevant officer or the investigation lead for comment	- Complaints are received and recorded correctly within 24hrs - Complainants are interviewed in a timely manner - Complaint is analysed and reported to Investigations Lead as required - Issues are discussed and appropriate actions are carried out - Relevant personnel are kept informed on progress of complaint or investigation - Relevant information on complaint or investigation is gathered - Received information is analysed and evidence file developed accordingly - Matters requiring prosecution are referred to Police or Crown Law Office as agreed to - Draft reports and recommendations are

• Research and develop opportunities to improve investigation quality and internal processes and procedures • Monitor and report on the effectiveness of the complaint handling process. • Review and adjust the process quarterly to ensure efficiency. • Ensure that the Investigations Lead is informed of all complaints and their status. • Maintain regular communication with relevant personnel and stakeholders. • Ensure that all necessary information is shared and that stakeholders are informed. • Review and adjust the process quarterly to ensure effective communication. • Implement and manage a (digital) case management system to streamline the recording, tracking, and reporting of complaints. •	submitted to the Investigations Lead • Relevant reports are submitted to relevant officer or investigation lead for comment • Opportunities identified for continuous improvements • Inform Investigation lead of all complaints and status • Share all necessary information is shared internally and stakeholders • Ensure effective communications through quarterly process adjustments • Streamline recording, tracking and reporting of complaints via digital case management
KRA 2: Training and Public Awareness • Contribute in developing training modules for the Official Information Act (OIA) Implementation Programme • Track the number of modules developed and delivered. • facilitating and delivering training in the Pa Enea of the OIA Implementation Programme • Contribute in developing Public Awareness modules • Participate in delivering Public Awareness Clinics in the Pa Enea • Contribute to the monitoring and the frequency needed to deliver above programmes • Prepare the media releases to promote the above programmes • Facilitate and deliver training to Government ministries, agencies, organisations and NGO's on our legislative functions • Monitor and report on the effectiveness of the training modules. • Review and adjust the modules quarterly to ensure relevance. • Prepare and submit reports to the Investigations Lead for each training and awareness programme delivered	• OIA training modules are developed and implemented as agreed to • OIA Training is delivered in the Pa Enea • Public Awareness modules are developed • Public Awareness Clinics are delivered in the Pa Enea • Frequency in delivering training and public awareness modules in the Pa Enea are monitored yearly • Media releases are prepared and published or announced • Training to Government ministries, agencies, organisations and NGOs on legislative functions is delivered • Reports on training and public awareness delivered are provided to the Investigations Lead
KRA 3: Manage strategic relations • Support the Investigations Lead with the communications of strategic relationships • Collaborate with the Investigations Lead, Compliance Lead, and Corporate Services Lead in drafting reports • Provide support capabilities at national, Pa Enea, regional and international levels international & regional forums	• Communications to strategic partners maintained on a monthly basis • Ombudsman delivers well informed reports to international and regional forums, national and Pa Enea

KRA 4: Reporting and support • Collaborate with the Investigations Lead in the preparation and publication of the Ombudsman Annual Report • Collect and collate investigation data and information for inclusion in the office's annual report • Contribute with the tabling of annual report to Parliament • Collaborate with the Corporate Services Lead with the development of a social media marketing strategy • Contribute to the Corporate Services Lead with managing all office social media accounts and website.	• Draft of annual report completed within timeframe • All investigation case notes ready for inclusion in annual report • Annual Report tabled prior to Parliament sitting • Social media strategy developed • All office social media accounts and website updated accordingly to social media strategy
KRA 5: Other Duties • Assist in the preparation of budget for the office in collaboration with Investigations Lead, Compliance Lead, Corporate Services Lead and Ombudsman • Undertake Special Projects as directed by the Ombudsman Perform any other duties as may be directed by senior staff and/or the Ombudsman	• Budget is prepared within timeframe • Special Projects carried out as directed • Any other duties carried as directed
KRA 6: General Administration • Providing support to the Investigation Division with any matters relating to investigations • Managing and organizing appointments and meetings for the Ombudsman and other senior staff • Performing other duties as may be directed by the Ombudsman or other senior staff from time to time	• Support provided to Investigation Division as required • Appointments conformed as agreed • Completing duties as directed

WORK COMPLEXITY SERVICES MANAGER

<i>Indicate most challenging problem solving duties typically undertaken (3-4 examples):</i>	
1	Carrying out research, statutory or otherwise, of matters relating to the complaint or investigation
2	Being sensitive to the expressed concerns and problems of members of the public while also recognising that the Investigations Lead and the Ombudsman are required to be thoroughly objective throughout an investigation
3	The ability to be firm if and when necessary in dealing with heads of government departments and ministries, board members, etc. given that an investigation involving a HOM, statutory corporation, etc. is always a sensitive matter
4	Being able to draft preliminary and final view reports pertaining to investigations for consideration by the Investigations Lead and the Ombudsman

AUTHORITY

Financial	Nil
Staff	Nil
Contractual	Nil

FUNCTIONAL RELATIONSHIPS

The requirement for human relations skills in dealing with other personnel and external contacts. *(List the external and internal types of functional relationships)*

Internal	Nature of Contact	External	Nature of Contact
Ombudsman, Senior Management and other Ombudsman staff	Heavy Delivery of work outputs, reports and advice	MP's, Speaker & Clerk of Parliament, HoMs, Government officials and employees Members of public including community and special interest groups, NGOs, individuals including Ombudsman Offices of other jurisdictions	Investigations, Advisory & Promotion Seeking assistance to achieve prescribed goals Investigations, Advisory & Promotion Communicating role of Ombudsman and office procedures

QUALIFICATIONS (OR EQUIVALENT LEVEL OF LEARNING)

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

Essential: (least qualification to be competent)	Desirable: (other qualifications for job)
Certificate qualification	Tertiary qualification in relevant areas such as Law and related fields

EXPERIENCE

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

Essential: (least number of years to be competent)	Desirable: (target number of years you are looking for)
3-5 years of work experience in a similar role	5+ years of work experience in a similar role

KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

Level of ability required for the job	
Expert	- Confident public speaker as well as having confidence to appear in media; and experience in public presentations - Confident in interviewing and liaising with Government Ministers, Heads of Ministries and other government agencies, statutory corporations, lawyers, etc.
Advanced	- Discreet in handling sensitive and confidential material to a high standard - High level of accuracy, initiative, creativity and accountability - Person of high integrity - Excellent knowledge and understanding of, and previous experience in Government procedure and administration systems - Solid experience in analysis of information - Effective planning and priority setting skills

	• Computer literate and be able to competently type up own reports and correspondence • Excellent communication skill (oral and written) • Fluency in Maori is a clear advantage (oral and written)
Working	• Proven capacity for maintaining a high output, meeting deadlines and working under pressure • Capacity for clear and innovative thinking • Developed interpersonal skills, with a confident approach to problems and the ability to work successfully with a broad range of people • Able to think laterally and exercise sound judgement • Identifies opportunities for innovation and improvement • Able to manage limited resources • Ability to work both independently and in a team environment • Proficient use of Microsoft office programmes
Awareness	• Experience in statutory review and interpretation an advantage • Understanding of the role of the Ombudsman • Knowledge of MFEM budget and human resources requirements an advantage

CHANGE TO JOB DESCRIPTION

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

Approved:

HoM/Manager

Date

Employee

Date