



## **Waterways Ombudsman Job Description**

### **Casework**

- To provide timely responses to enquiries by providing advice and assistance to initial complaint enquiries by telephone, email and/or letter and considering early intervention if appropriate.
- Deciding whether complaints are in jurisdiction and signposting when they are not.
- Seek to resolve complaints at the earliest opportunity, formally or informally.
- Investigate complaints by gathering information from both sides, analysing complex information and deciding what is relevant/pertinent.
- Exercising good judgement, integrity and fairness writing balanced well explained decisions in plain English.
- Dealing with representations to draft reports and completing final decisions.
- Follow up to ensure remedies implemented and lessons learnt.
- Provide data and insight from complaints to enable the member to learn from them.

### **Administration**

- Keep accurate records of contacts and workload for Scheme Members, the Committee and adhering to the ADR Regulations.
- As the Data controller ensure the security and appropriate destruction of documents in a timely manner.
- Compile reports as required by the Committee and Members on activity, themes and learnings.
- Maintain an accurate record of contacts and library of decisions.
- Upkeep of Website, making changes and additions as required and writing copy.
- Preparing and presenting the CTSI Annual Activity Reports and Biannual Audit.
- Drafting and publishing the Scheme's Annual Reports.
- Ensure the risk register, processes and procedures are kept up to date and relevant.

### **Stakeholder relations**

- Representing the Waterways Ombudsman Scheme in external meetings and engagements.
- Attending the Ombudsman Association Conference and interest groups.
- Liaising with Member Schemes to resolve disputes and improve processes.
- Liaison with Navigational Authorities to promote the Scheme and seek business development opportunities.
- Liaison with the Boating community and associations to promote the Scheme and writing articles for Boating publications.