



Job Description

Job:	Executive Director Corporate Resources
Location:	Hybrid Working - Bridgend CF35 5LJ/Home
Grade/Salary:	£112K (includes 26/27 pay award)
Hours of Work:	37 hours per week
Reports to:	The Ombudsman (Accounting Officer)
Responsible for:	Head of Finance & Risk, Head of Technology, Head of Human Resources, Head of Complaints Standards & Improvement, Head of Policy & Engagement and Business Support Manager

Overview: The Executive Director of Corporate Resources is part of the Executive Team of PSOW and is responsible for governance and the strategic management of the Ombudsman's corporate services including being the Chief Financial Adviser to the Accounting Officer.

Principal Accountabilities:

1. Provide strategic leadership, as part of the Executive Team, to ensure that proper and effective arrangements are in place for strong governance, including strategic planning, financial management and risk management.
2. Provide leadership and strategic management of the Ombudsman's office specifically the functions of Finance, HR, Corporate Services, IT and Public Service Improvement.
3. To provide leadership which always demonstrates the PSOW Values, promoting the attitudes and behaviours which create a positive and supportive working environment for all staff, in line with the PSOW Leadership Charter.
4. To lead the Ombudsman's strategic planning including the development of the Strategic Plan, Business Plan and Performance Indicators, and associated plans which support the delivery of services (e.g. People, Equality, IT & Digital).
5. To ensure the organisation has effective arrangements in place for performance management and statutory reporting through the Annual Report and Accounts.
6. To provide leadership for the proper management of finances, on behalf of the Accounting Officer, overseeing budget preparation, key financial decisions, financial monitoring, accounting and reporting.
7. To provide leadership for the HR function ensuring there are robust HR policies and practices, sound recruitment procedures, excellent training and development and support for the well-being of staff.
8. To provide leadership for the delivery of reliable, effective and safe IT Services to support the work of the Ombudsman's Office, and to lead work on automation and use of Artificial Intelligence appropriately in the office's work.
9. To ensure that appropriate arrangements are in place to manage the risk of cyber attacks, and to allow the organisation to continue working effectively in the event of an unplanned incident.

10. To ensure that the organisation properly and effectively uses the Proactive Powers in relation to Complaints Standards Authority as set out in the PSOW (Wales) Act 2019 to improve public service delivery and the quality and impact of the Ombudsman's work
11. To ensure that the organisation has a robust and effective approach to engagement and communications to improve accessibility to the Ombudsman's services.
12. Represent the Ombudsman, acting on their behalf as and when required, and participate in external and professional networks (e.g. within Welsh Public Sector and Ombudsman networks.)
13. To provide secretariat support to the Audit & Risk Assurance Committee and its Chair.
14. To lead Health & Safety activity, in accordance with the Health & Safety Policy, across the organisation.
15. Contribute to PSOW's commitment to good information handling practices by complying with Data Protection Law and PSOW policies and procedures, particularly in respect of personal data or confidential material.
16. Ensure personal compliance with all PSOW policies and procedures including those relating to staff conduct, social media and register of interests.
17. In the Ombudsman's absence, to exercise functions relating to the areas of responsibility on behalf of the Ombudsman, and in the absence of the Executive Director Casework and Legal to exercise functions relating to their responsibilities as Executive Director Casework and Legal.
18. To act on behalf of the Ombudsman as Accounting Officer in their absence, while on leave or if they are unavailable due to illness. [If the Ombudsman is incapacitated for a period longer than four weeks to inform the Senedd so that a temporary Accounting Officer may be formally appointed.]
19. Any other duties, commensurate with the skills and experience the post holder is expected to have and commensurate with the grade, which from time to time may be allocated by the Ombudsman.

Person Specification:

Knowledge and experience

Essential:

1. Experience of working within the public sector in a leadership role and at a senior level;
2. Substantial strategic management experience with evidence of building high performing teams to support the efficient and effective delivery of public services;
3. Experience of strategic financial management providing advice to accountable officers and decision makers;
4. Experience of successfully leading change and service improvement in a complex stakeholder environment;
5. Understanding of public sector governance in a devolved context;
6. Experience of working to a Cabinet/Board/Parliamentary Committee or similar.

Desirable:

1. Knowledge of public sector service delivery in Wales.
2. Experience of dealing with the media.
3. Experience of management in a case working environment.
4. Relevant financial professional qualification.
5. The ability to conduct work through the medium of Welsh

Skills and personal attributes

Essential:

1. Strategic thinking and direction:
 - a. Able to engage with strategic vision and translate this into delivery of measurable outcomes;
 - b. Intellectual rigour;
 - c. Customer orientation – understands and defines customer needs and aligns service strategy to meet them;
 - d. Politically aware and able to handle sensitive issues;
 - e. Champions diversity and inclusion.
2. Focus on delivery results:
 - a. Demonstrable focus on delivering required results and creating a results orientated culture;
 - b. The flair to pursue innovative and challenging approaches to solve problems or improve performance;
 - c. Sets high standards and seeks innovative ways of improving these;
 - d. Implements continuous improvement and maintains effectiveness during periods of change;
3. Management skills:
 - a. Leads and motivates teams with a style that evokes confidence and trust;
 - b. Is sensitive to the wellbeing needs of staff and leads through a wellbeing lens;
 - c. Builds effective teams – values individuals' unique contributions and creates a team working culture;
 - d. Influencing skills – uses a variety of strategies attuned to particular circumstances and has personal impact;

- e. Creates an environment in which development of people increases organisational effectiveness.
- 4. Personal attributes:
 - a. A commitment to PSOW's values (Achievement, Togetherness, Positivity, Supportiveness, Ownership and Willingness);
 - b. Strong self-leadership: taking responsibility, self-awareness, acting with integrity, inspiring others, commanding respect, authenticity and confidence, understanding your own value and modelling the organisational behaviours;
 - c. Personal accountability: holding yourself and others – your team, management colleagues and others – to account for responsibilities through evaluation and appropriate challenge;
 - d. Personal resilience in the context of deadlines and challenge;
 - e. Strong communications skills.

Special Conditions:

- 1. The Ombudsman operates a non-smoking policy
- 2. All PSOW staff are subject to restrictions on political activity, as set out in the Staff Standards of Conduct Policy. For this post, the postholder is also required to disclose membership of any political party. This will be included in the published Declarations of Interest for the Executive.

Reviewed: February 2026.