Information pack for applicants

Commissioner for Older People in Wales

Appointment of a Commissioner

Closing date: 13 October 2017
# Commissioner for Older People in Wales

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Commissioner for Older People in Wales

Making an application

Thank you for your interest in the appointment of Commissioner for Older People in Wales. The new Commissioner will inherit a unique post created to safeguard and promote the interests of people aged 60 and over in Wales. The attached Annexes provide details on the role of the Commissioner and the person specification, their role and responsibilities and the selection process.

To make an application please visit the Welsh Government public appointment website at: https://cymru-wales.tal.net/vx/lang-en-GB/mobile-0/appcentre-3/brand-2/candidate/jobboard/vacancy/7/adv/.

To apply for this role, click on the Commissioner for Older People in Wales vacancy and click on ‘Apply’ at the bottom left hand corner. The first time you apply for a post, you will need to complete a registration form for the Welsh Government’s online application system. You will only need to register once, and you will be able to keep yourself updated on the progress of your application, and any other applications you make, via your registered account.

Once you’ve registered, you’ll be able to access the application form. To apply you will need to upload a personal statement and CV to the ‘Reasons for applying’ section of the online application form. Please note that by making an application you are consenting to your CV and personal statement being passed to the Older Peoples Panel and a third-party contracted to facilitate the Panel. The Older Peoples Panel is the vehicle through which the First Minister will obtain the views of older people on the candidates who are interviewed for the post. Further information on the selection process is set out at Annex C.

Personal Statement

The personal statement is your opportunity to demonstrate how you meet each of the criteria set out in the person specification. How you choose to present the information is up to you. However, you should aim to provide detailed examples that demonstrate how your knowledge and experience matches each of the criteria, and which describe what your role was in achieving a specific result. It will also benefit the selection panel if you can be clear which particular evidence you provide relates to which criteria. Providing separate paragraphs in relation to each criterion is common practice.

Please limit your personal statement to two sides of A4. Your application may be rejected if you exceed this limit.

CV

Please ensure your CV includes brief details of your current or most recent post and the dates you occupied each role. Please identify any past or present Ministerial appointments.
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Indicative timetable

Closing date for applications: 13 October
Shortlisting: early November
Interview by Advisory Assessment Panel: early – mid January
Assessment by the Older Peoples Panel: mid-end January
Expected start date: 4 June 2018* *pending successful completion of checks

Diversity Statement

The Welsh Government believes that public bodies should have board members who reflect Welsh society - people from all walks of life - to help them understand people’s needs and make better decisions. This is why the Welsh Government is encouraging a wide and diverse range of individuals to apply for appointments to public office. Applications are particularly welcome from all under-represented groups including women, people under 30 years of age, black, Asian and minority ethnic people, disabled people, lesbian, gay, bisexual and transgender people.

Guaranteed Interview Scheme - Positive about Disability

The Welsh Government operates a Positive about Disabled People scheme and welcome applications from people with disabilities. The scheme guarantees an interview to disabled people if they meet the minimum criteria for the post. The application form also enables you to detail any specific needs or equipment that you may need if invited to attend an interview.

Contacts

For further information regarding the role of the Commissioner for Older People in Wales, please contact Neil Jones, Welsh Government:
Tel: 03000 61 5860
Email: jones.neil@gov.wales.

If you need any further assistance in applying for this role, please contact the Welsh Government’s Corporate Shared Service Centre Helpdesk on 029 2082 5454 or SharedServiceHelpdesk@gov.wales.

For further information about Public Appointments in Wales, please visit www.gov.wales/publicappointments.
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Annex A

Responsibilities of the Commissioner for Older People in Wales

The Commissioner for Older People will:

- be a source of information, advocacy and support for older people in Wales who are aged 60 or more;
- promote the provision of opportunities for, and the elimination of discrimination against, older people in Wales;
- encourage best practice in the treatment of older people in Wales; and
- review the adequacy and effectiveness of law affecting the interests of older people in Wales.

The Commissioner’s specific role will be:

- To provide national leadership that will make a difference to older people’s lives by establishing strong partnerships and powerful relationships with people and organisations to drive improved outcomes and influence policy, legislation, decision-making and practice that affect older peoples’ lives;
- To scrutinise the Welsh Government, other public bodies or by persons listed in Schedule 2 of the Commissioner for Older People (Wales) Act 2006 Act to ensure they deliver responsive services to older people;
- To champion the voice of older people across Wales and ensure their views and concerns are taken into account by working with older peoples’ groups and networks across Wales;
- The efficient financial management of the Commissioner’s office, fulfilling the role of Corporation Sole and Accounting Officer and to provide an annual report to the First Minister;
- To undertake, commission, or provide assistance for another to undertake or commission, research or educational activities in connection with any of the Commissioner’s functions;
- To review the arrangements made by certain bodies for dealing with advocacy, whistle blowing and complaints (as defined in the legislation) to ascertain whether, and to what extent, the arrangements are effective in safeguarding and promoting the interests of older people in Wales;
- To support older people in making complaints or representations in relation to the Welsh Government and defined services, and in prescribed proceedings.
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- To issue best practice guidance as required by the Commissioner for Older People (Wales) Act 2006 and the Commissioner for Older People in Wales (Amendment) Regulations 2008.
- To work jointly and collaboratively with the other Commissioners and the Public Services Ombudsman for Wales and as appropriate.
- To manage the team of staff forming the Office of the Commissioner, ensuring provision of an effective service in both the Welsh and English languages and meeting the demands of a busy workload.

Person Specification
To be considered, you must be able to demonstrate that you have the qualities, skills and experience to meet all the essential criteria for appointment.

Essential Criteria
The person we are looking for will have the following key competencies:

- A demonstrable commitment to promoting and safeguarding the interests of older people.
- Knowledge and understanding of the issues and problems facing older people in Wales and of the broad policy context within which relevant services operate.
- Excellent governance knowledge with experience at a senior level. The ability to lead an organisation that responds to the needs of older people in Wales, whilst managing a heavy workload.
- Highly developed interpersonal networking and presentational skills. The ability to command the confidence of older peoples and the wider public, Welsh Government, the National Assembly for Wales as well as a range of organisations including health, local government, the third sector, the public and the media.
- The ability to interact effectively with, and respond to pressure from, the media in order to drive change, highlight best practice and promote awareness of older peoples rights.
- Knowledge and understanding of the United Nations Principles for Older Persons, equality and diversity principles and the ability to make representation to the UK Government.
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Desirable Requirements

Whilst not essential, candidates who can demonstrate the following are particularly welcomed:

- Knowledge and an operational understanding of range of services used by older people including transport, health, housing and social services, employment and adult education.
- Knowledge of the regulation and inspection regimes used to inspect a range of public services used by older people.

Welsh Language

The Commissioners’ office has the necessary Welsh Language capability, to support the operation and delivery of a bilingual service. As such, Welsh Language skills are not considered as an essential requirement for this appointment, but a basic level of skills is desirable.

Key facts about the post

The Commissioner will be required to work regularly outside normal office hours at evenings and weekends, in order to attend meetings and to be accessible to older people. He/she will also be required to travel regularly within Wales, and occasionally within the UK, Europe or further afield.

Location: Cardiff Bay
Time Commitment: Full-time
Tenure of office: Initial period of four years, with the possibility of a further term.
Remuneration: £90,000 per year. The salary is subject to tax and national insurance and is pensionable. Any increase in remuneration will be determined by Welsh Ministers and be in accordance with the annual findings of the Senior Salaries Review Body.
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Eligibility

Applicants should be persons who conduct themselves at all times in a manner which will maintain public confidence in accordance with the Nolan Principles [https://www.gov.uk/government/publications/the-7-principles-of-public-life](https://www.gov.uk/government/publications/the-7-principles-of-public-life).

The role of Older People’s Commissioner involves contact with vulnerable adults. As a result, applicants are required to provide or be subject to a Disclosure and Barring Service (DBS). More information is available here on [DBS checks](#). As the role is classed as Corporation Sole they will also be subject to an enhanced financial check. The appointee will not be confirmed in post until those checks/registration requirements are satisfied.

Applicants should also note the office of Commissioner for Older People in Wales is a disqualifying post for membership of the National Assembly for Wales under the National Assembly for Wales (Disqualification) order 2015. [http://www.legislation.gov.uk/uksi/2015/1536/contents/made](http://www.legislation.gov.uk/uksi/2015/1536/contents/made).

Conflict of Interests

You will be asked to declare any private interests which may, or may be perceived to, conflict with the role and responsibilities as Commissioner for Older People in Wales, including any business interests and positions of authority outside of the role.

Any conflicts of interest will be explored at interview. If appointed, you will also be required to declare these interests on a register which is available to the public.

Standards in public life

You will be expected to demonstrate high standards of corporate and personal conduct. All successful candidates will be asked to subscribe to the Code of Conduct for Board Members of Public Bodies, you can access this document at:

[http://www.bl.uk/aboutus/governance/blboard/Board%20Code%20of%20Practice%202011.pdf](http://www.bl.uk/aboutus/governance/blboard/Board%20Code%20of%20Practice%202011.pdf)
The role of Commissioner for Older People in Wales

- In 2003, the Welsh Government launched the first strategy for Older People in Wales. This was a ground-breaking achievement that was widely recognised. In 2013, Phase 3 of the Strategy for Older People in Wales was launched spanning 10 years, 2013 - 2023. It focuses on the three priorities identified by older people which were to have access to the social, environmental and financial resources to age well in Wales. In light of the recent implementation of legislation impacting on older people, the Social Services Well Being (Wales) Act; the Well Being Future Generations (Wales) Act and the Regulation and Inspection of Social Care (Wales) Act, we intend to review and refresh the present Strategy to ensure it continues to effectively address the issues which are important to older people in Wales.

- In 2008, Wales led the way in appointing the first Commissioner for Older People. The Commissioner for Older People (Wales) Act 2006 established a fully independent Commissioner with a robust set of powers to ensure that the interests of the people in Wales, who are aged 60 or more, are safeguarded and promoted and that services are improved to meet their needs.

- The office currently has 20 staff, and 2 Directors, the Welsh Government provides a budget of £1.545 million per annum.

- The Welsh Government published the findings of a full and independent review of the role and functions of the Children’s Commissioner for Wales in 2015. Although the Children’s Commissioner was the main focus of the review, there were a number of recommendations which have implications for all of the Welsh Commissioners. It is, therefore, important for candidates to be aware that there could be future changes affecting the role, functions and terms and conditions of the post.
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Annex C

The selection process

This post is a significant public appointment and there will be a robust assessment of applications to ensure the chosen candidate fulfils the requirements of the role.

Overview of the selection process

1. Submission of Applications - by 13 October
2. Shortlist - early November
3. Advisory Assessment Panel (formal interview) – early/mid January
4. Older Peoples Panel (assessment and presentation) mid/late January
5. Appointment by 4 June 2018

Applications

Please note that by applying for this position you are consenting to your CV and personal statement being shared with the Older Peoples Panel and a third-party appointed to facilitate the Panel.

Shortlisting of Candidates

Your application may be “long-listed”, subject to the volume of applications received, before it is passed to the Advisory Assessment Panel who will determine the short list. You should be aware that in this situation, your application might not be considered in full by the entire panel.

You will receive an email from the Appoint system to let you know whether or not you have been short listed. It is our intention that both the assessment with the Older Peoples Panel and the interview with the Advisory Assessment Panel will take place in Cardiff.

Interview by the Advisory Assessment Panel

Those short-listed will also be invited to a formal interview with the Advisory Assessment Panel (APP). The APP will question you about your skills and experience, asking specific questions to assess whether you meet the criteria set out for the post. The APP includes a cross-party group of Assembly Members with experience and knowledge of the issues affecting older people.
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Assessment by the Older People’s Panel

Those short-listed will be invited to appear before the Older People’s Panel (OPP). The OPP will test candidates’ knowledge, empathy and understanding of the issues and problems facing older people in Wales. You will also be required to make a presentation to the OPP and may also be asked to take part in role plays and/or answer questions.

We will aim to provide shortlisted candidates with as much notice of both of the Panels dates. If you are unable to make the arranged dates, we will endeavour to rearrange them but it might not be possible due to time constraints within the appointment timetable or panel availability.

Reasonable travel costs for shortlisted candidates will be reimbursed in line with Welsh Government rates.

Appointment

The First Minister will receive (i) a report from the Advisory Assessment Panel detailing those candidates that they assessed as ‘appointable’; (ii) a report from the Older Peoples Panel outlining their views on each candidate. The First Minister will consider both sets of information before making a final decision. He may choose to meet with one or more appointable candidates before making a decision. If he does, he will do so in the presence of the Chair of the Advisory Assessment Panel or their nominated representative. There will be a time gap between the assessments and a final appointment decision being made. Candidates who have been interviewed will be kept informed of progress.

If you are successful, you will receive a letter appointing you as Commissioner for Older People in Wales, which will confirm the terms on which the appointment is offered. The appointment will not commence until a Disclosure of Barring Service (DBS) and enhanced financial checks have been completed.

If you are unsuccessful at interview, you will be notified by Welsh Government. We appreciate it takes a lot of time and effort to apply for roles and that feedback is a valuable part of the process. As a result, the letter will provide the details of who you may approach for feedback on your interview and application, if you so wish.

Further enquiries

If you have any questions about your application, please contact the Corporate Shared Service Helpdesk on 029 2082 5454 or SharedServiceHelpdesk@gov.wales.

If you are not completely satisfied

Welsh Government will aim to process all applications as quickly as possible and to treat all applicants with courtesy. If you have any complaints about the way your application has been handled, please contact the Corporate Shared Service Helpdesk on 029 2082 5454 or SharedServiceHelpdesk@gov.wales.