



Ministry  
of Justice



We are looking for an outstanding individual for the post of  
**Judicial Appointments and Conduct Ombudsman**

**Reference number: 160006**

**(please use the above reference in all correspondence)**

**Location:** The role is based in 102 Petty France, London (there is scope for remote working, which is encouraged)

**Term of appointment:** Five years

**Time commitment:** Two days per week

**Remuneration:** Non- pensionable remuneration of £400 *per day*

**Closing date for applications is 9am on Thursday 3rd September.**

Applications should be submitted to the Ministry of Justice (MoJ) Public Appointments Team via [PublicAppointmentsTeam@justice.gov.uk](mailto:PublicAppointmentsTeam@justice.gov.uk).

Alternative format versions of this candidate information pack are available on request from the Public Appointments Team, contact details as above.

 [Twitter](#) Follow us to keep up to date with public appointments vacancies.

All public appointments are advertised on the Cabinet Office's Public Appointments website (<http://publicappointments.cabinetoffice.gov.uk/>) and the Public Appointments Twitter feed (@publicappts).



## 1. Introduction

Dear Candidate,

Thank you for your interest in the role of Judicial Appointments and Conduct Ombudsman.

The Ombudsman's function is to investigate complaints about the judicial appointments process and the handling of matters involving judicial discipline or conduct.

The Ombudsman will also make recommendations for redress in the event of maladministration and will seek to improve standards and practices in the authorities or departments concerned through recommendations and constructive feedback.

The Ombudsman will play a key role in developing and maintaining an open, constructive and professional relationship with all stakeholders, including myself, the Lord Chief Justice, Chair of the Judicial Appointments Commission (JAC) and the Judicial Conduct and Investigations Office (JCIO).

You will also be committed to assisting the JAC and JCIO in improving their processes, based on learning derived from your investigations.

The successful candidate will need to have exceptional organisational and communication skills as well as the ability to scrutinise and challenge information and evidence, in order to achieve the best outcomes. If you have further questions about this post, you are welcome to contact John Critchfield at: [john.critchfield@judicialombudsman.gov.uk](mailto:john.critchfield@judicialombudsman.gov.uk)

If you have questions about the appointment process, you can contact the Public Appointments Team at: [PublicAppointmentsTeam@Justice.gov.uk](mailto:PublicAppointmentsTeam@Justice.gov.uk), or call Kathy Malvo on 07889 415 433.

If you believe you have the experience and qualities we are seeking, I hope that you will consider applying for this important position.

**The Rt Hon Robert Buckland QC MP.**

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## 2. About the Judicial Appointments and Conduct Ombudsman

### Background

The Judicial Appointments and Conduct Ombudsman (“the Ombudsman”) is a statutory office established by the Constitutional Reform Act 2005 (“the Act”). He or she can consider complaints about:

- **The Judicial Conduct investigation process.** These are the arrangements whereby complaints and other concerns about the personal conduct of Judicial Office Holders (JoHs) are considered. Such matters are considered in the first instance by the Judicial Conduct Investigations (JCIO) – in respect of members of the Courts Judiciary and Coroners; the relevant Tribunal President; or the relevant Local Advisory Committee, although only the Lord Chancellor and Lord Chief Justice can impose a disciplinary sanction.
- **The Judicial Appointments process.** The Judicial Appointments Commission (JAC) is responsible for running selection exercises to identify candidates to fill vacancies and for making recommendations to the Lord Chancellor, the Lord Chief Justice (LCJ) and Senior President of Tribunals (SPT), who decide who to appoint.

The Ombudsman’s role is vital in ensuring public confidence in these matters, which impacts on public confidence in the administration of justice.

### The Ombudsman’s remit

The Ombudsman acts independently of Government, the Ministry of Justice (MoJ) and the judiciary. The Ombudsman is accountable to Parliament through the Lord Chancellor. He publishes an Annual Report each year; copies of which are available on-line or from the Ombudsman’s Office.

The question for the Ombudsman is whether there was maladministration in these processes and, in respect of Judicial Conduct matters, whether the process was consistent with the appropriate legislation and guidance. The Ombudsman cannot comment on matters before the Courts or say whether a JoH’s actions amount to misconduct. Nor can he say whether any particular candidate should be appointed to Judicial Office.

The Ombudsman generally considers about 300 cases a year. Under current arrangements:

- In approximately two thirds of these cases a detailed initial scrutiny will show that there is no prospect of the Ombudsman finding maladministration. Further investigation into those complaints is not taken forward.
- A detailed investigation (or Review) is taken forward into the remaining cases. The Ombudsman is required to refer reports in respect of these cases to the Lord Chancellor and either the LCJ (in respect of Judicial Conduct matters) or the JAC Chairman (in respect of Judicial Appointments matters).

There is no formal right to appeal the Ombudsman’s decisions.

The Ombudsman meets the Lord Chancellor and the LCJ annually when they discuss matters of mutual interest. The Ombudsman also has regular meetings with the appropriate MoJ Civil Servants. These include the Director General of the MoJ’s Judicial and Legal Services Directorate, who will generally conduct the necessary annual performance review.

## **Support for the Ombudsman**

The Ombudsman is supported by a Head of Office and seven other members of staff all of whom are MoJ civil servants.

More information about the Ombudsman's work can be found in the Annual Report, produced at the end of each financial year and published and laid before Parliament. The report also sets out how the office has performed against its in year targets and explores any themes and issues arising from the Ombudsman's reviews (see <https://www.gov.uk/government/organisations/judicial-appointments-and-conduct-ombudsman>).

## **3. The role of the Ombudsman**

As the Ombudsman, you are expected to consider:

### **Judicial appointments**

- Complaints from candidates for judicial office about the way in which their application was handled;
- Matters referred by the Lord Chancellor relating to the procedures of the JAC or a committee of the Commission;

### **Judicial conduct and discipline**

- Complaints from a complainant about a JoH, or from a JOH who was the subject of a complaint, about how that complaint was handled; and
- Matters referred by the Lord Chancellor or the LCJ relating to the handling of judicial conduct issues.

### **The Ombudsman is also empowered to:**

- Uphold a complaint (in whole or in part);
- Make recommendations, including a recommendation for payment of compensation for loss suffered as a result of maladministration;
- Review how a disciplinary case against a JoH has been handled. This requires the Ombudsman to find whether a complaint should be upheld and to make recommendations which may include recommendations for payment of compensation for any failure or maladministration;
- Set aside a disciplinary decision and require that the matter be subject to further investigation and reconsideration.

### **It is the responsibility of the Ombudsman to:**

- Investigate, determine or make recommendations with regard to complaints against those whom he or she is empowered to investigate;
- Investigate and make recommendations with regard to such matters as are referred to him or her under the Act by the Lord Chancellor or LCJ;
- Develop and maintain an open, constructive and professional relationship with all stakeholders, particularly the Lord Chancellor, the LCJ, the JAC and the JCIO;

- Raise and sustain awareness of the Ombudsman among members of the public, the media, the judiciary and other interested groups;
- Lead and provide strategic direction to the Ombudsman's Office;
- Act in accordance with his Code of Conduct (which is currently under review); and
- Promote the efficient and effective use of people and other resources in his office and encourage high standards of propriety.

## **Eligibility**

Schedule 13 to the Constitutional Reform Act 2005 states that people are ineligible to be appointed as the JACO if they have ever been:

- A practising barrister in England and Wales;
- A practising solicitor of the Senior Courts of England and Wales;
- A practising advocate in Scotland;
- A practising solicitor in Scotland;
- A practising member of the Bar of Northern Ireland;
- A practising solicitor of the Court of Judicature of Northern Ireland;
- The holder of an office listed in Schedule 14 of the Constitutional Reform Act (<http://www.legislation.gov.uk/ukpga/2005/4/schedule/14>), which includes the Courts Judiciary, justices of the peace and lay members of tribunals.

The Constitutional Reform Act 2005 also specifically requires the Lord Chancellor to consider whether other factors might make people unsuitable for appointment. This includes whether they have previously exercised functions which appear to be of a judicial nature; past service as a Commissioner, a member of staff in the House of Lords or Commons or as a Civil Servant; or any present or past party political activity or affiliations.

## **Essential criteria**

Candidates will be able to demonstrate the following:

- Integrity, fairness and independence of mind, and the ability to work independently and organise own time efficiently;
- Ability to absorb, analyse, understand and explain complex, high profile and sensitive cases;
- Demonstrable ability to make evidence-based sound judgements and decision-making plus the ability to assimilate and analyse and understand complex arguments;
- Evidence of building and sustaining effective relationships through strong leadership and communication skills for example, the ability to influence and engage in a professional manner with senior figures in Government and the judiciary; and
- Demonstrable commitment to, and an understanding of, diversity and equality.

## **Desirable criteria:**

- Knowledge or experience of the procedures for effectively dealing with complaints.

## 4. Other important appointment information

**Tenure:** Public appointments are offered on a fixed term basis. We do this to ensure that the leadership of our public bodies is regularly refreshed and the Ombudsman role can benefit from new perspectives and ideas. The appointment will be for a tenure of five years with the possibility of reappointment subject to satisfactory appraisal and at the discretion of Ministers. The Constitutional Reform Act 2005 stipulates that no person may hold office as the Ombudsman for periods (whether or not consecutive) totalling more than ten years.

**Remuneration:** Ombudsmen who receive a full-time salary from the public purse are not entitled to receive payment from their employer and the Ombudsman for the same period of time. In such circumstances remuneration for the Ombudsman's role would be reduced. Those working for a public sector employer part-time may receive payment providing there is no direct overlap between their paid employment and time spent on duties as the Ombudsman.

Remuneration is taxable and subject to Class 1 National Insurance contributions. The role is not pensionable and in some circumstances remuneration may be reduced if the Ombudsman receives a public service pension – he or she would need to seek advice from their pension provider on this. Reasonable standard travel expenses will be payable.

**Performance Appraisal:** You will be assessed annually on performance by annually and any re-appointment is subject to satisfactory annual appraisals of performance during the first term in the post. The Ombudsman will be subject to annual appraisals by the MoJ Judicial & Legal Services Director.

**Standards in Public Life:** Public appointees are required to uphold the Committee on Standards in Public Life's Seven Principles of Public Life (see Appendix 1). You are also expected to adhere to the [Code of Conduct for board members of public bodies](#).

The [Commissioner for Public Appointments](#) ensures that appointments are made in accordance with the Governance Code and the principles of public appointments. All appointments follow a recruitment process set out in the [Governance Code for Public Appointments](#).

## 5. Advisory Assessment Panel membership

**The Panel will be:**

- Annabel Burns, MoJ Director, Judicial & Legal Services Policy;
- Shirley Cooper, MoJ NED;
- Dame Anne Rafferty; and
- Independent Panel Member - TBC

The Advisory Assessment Panel (AAP) Chair will report to Ministers on the outcome of the interviews. The Ombudsman is appointed by Her Majesty on the recommendation of the Lord Chancellor.

## 6. The appointment process and time line

**Covid-19 pandemic:** in line with UK Government advice to stay alert and safe, interviews will take place remotely. We will write to you if there is any change to this position.

The figure below sets out the key stages and timings in the process.

Key stages and timings in the campaign process:

<b>APPLICATION</b> Personal Statement, CV and supporting documents must be sent by the closing date.	9am – Thursday 3rd September
<b>SIFT</b> The Panel will meet to assess the applications. Candidates will be informed of the outcome by e-mail approximately 2wks prior to the interview date.	Monday 28th September
<b>INTERVIEWS</b> Shortlisted candidates will be interviewed by the Panel. References will be taken before interview.	Monday 9th & Tuesday 10th November
<b>INTERVIEW RESULTS</b> Candidates will be informed of the outcome by e-mail. <b>Candidates will be updated if there are any changes to this timetable.</b>	January
<b>APPOINTMENT</b> Appointment letters sent to the successful candidate	January
<b>ANNOUNCEMENT</b> Appointments are publicly announced and security checks started	January

Please note that it is not possible to provide specific, individually tailored feedback following the sift stage but we will provide, on request, feedback to those who are interviewed.

If you accept an invitation to interview, we will take two references in advance of the interview. By providing the details of two referees you are consenting to us approaching them for this purpose.

If you cannot attend an interview on one of the dates shown, please advise us as soon as you can. It may be possible to arrange an alternative date at the discretion of the Advisory Assessment Panel.  
**Please note that we do not pay travel expenses to attend interviews.**

The Secretary of State or another Minister may ask to meet each of the candidates before or after interview.

If called for interview the AAP will explore your experience and expertise to determine whether you meet the essential criteria for the role. You may be asked to start the interview with a short presentation. If required, this will be confirmed in your invitation to interview letter.

## Security Clearance

For successful candidates, confirmation of appointment will be subject to basic clearance checks, covering confirmation of identity and right to work in the UK, a criminal record check and CTC. This will involve completion of several paper and electronic forms and can take up to **twelve weeks** to process following completion of the forms.

## 7. How to apply

To make an application, please send:

- **A CV (maximum two sides of A4)** detailing your qualifications, employment history and any appointments or offices you hold. Please also provide your preferred contact number and email address.
- **A personal statement (maximum two sides of A4)** providing evidence against the role criteria and your suitability for the post. Please consider the role and criteria carefully in preparing your statements. Information from Advisory Assessment Panels indicates that applications which offer specific and tailored examples against the criteria, making clear the candidate's role in achieving an outcome are often the strongest. Structuring the statement around the criteria using relevant headings also aids clarity.
- **Guidance on how to write a successful application** is provided at **(Appendix 2)**.

## Supporting Documents (attached separately on cabinet office website)

Please also complete and return the following supporting documents:

- **potential conflicts of interest:** If you have any interests that might be relevant to the work of Judicial Appointments and Conduct Ombudsman, and which could lead to a real or perceived conflict of interest if you were to be appointed, please provide details in your supporting documents.
- Given the nature of public appointments, it is important that those appointed as members of public bodies maintain the confidence of Parliament and the public. If there are any issues in your personal or professional history that could, if you were appointed, be misconstrued, cause embarrassment, or cause public confidence in the appointment to be jeopardised, it is important that you bring them to the attention of the AAP and provide details of the issue/s in your supporting letter. In considering whether you wish to declare any issues, you should also reflect on any public statements you have made, including through social media. The AAP may explore any issues with you before they make a recommendation on the appointment. Failure to disclose such information could result in an appointment either not being made or being terminated.
- Conflicts might arise from a variety of sources such as financial interests or share ownership, membership of, or association with, particular bodies or the activities of relatives or partners. If you need further advice, please contact Kathy Malvo at [PublicAppointmentsTeam@justice.gov.uk](mailto:PublicAppointmentsTeam@justice.gov.uk)
- **note of public appointments** – please list any appointments currently held;
- **referee details** – please give names/contact details of two referees (who will be contacted if you are shortlisted for interview);
- **the political activity declaration form** – In line with the Governance Code for Public Appointments, details of any declared activity will be made public if you are appointed; and

- **the diversity monitoring form** – information is requested for monitoring purposes only and plays no part in the selection process. It will be kept confidential and will not be seen by the Advisory Assessment Panel. (Please go to the “**how to apply**” section of the job advertisement and complete the diversity monitoring form)

Please send your CV, personal statement and supporting documents to: [PublicAppointmentsTeam@justice.gov.uk](mailto:PublicAppointmentsTeam@justice.gov.uk) quoting reference PAT 160006 in the subject line of your email. We will acknowledge receipt.

If you have any questions about any aspects of this post, you are welcome to contact Kathy Malvo by email at [PublicAppointmentsTeam@justice.gov.uk](mailto:PublicAppointmentsTeam@justice.gov.uk)

## 8. [Diversity monitoring form](#)

**We encourage applications from all candidates regardless of ethnicity, religion or belief, gender, sexual orientation, age, disability or gender identity. MoJ is a Disability Confident employer and is committed to inclusion and diversity. We particularly welcome applications from women, people with a disability or long-term health conditions and those from a black or ethnic minority background.**

We would also particularly welcome applications from those currently working in, or with experience of, the private sector, and those who have not previously held public appointments. We want to explore the widest possible pool of talent for this important position.

**Arrangements for candidates with a disability;** An offer of an interview would be given to candidates with disabilities who meet the minimum selection criteria for the role. (Please go to the “**how to apply**” section of the job advertisement and complete the diversity monitoring form)



### **Reasonable Adjustments:**

If you have a disability and require any arrangements or adjustments for any part of the recruitment or selection process, please state clearly on your form and contact Kathy Malvo on 07849 854567 (quote PAT 160006 in any correspondence) or by e-mail to: [PublicAppointmentsTeam@justice.gov.uk](mailto:PublicAppointmentsTeam@justice.gov.uk)

### **Further information can be found via this link:**

<https://publicappointments.cabinetoffice.gov.uk/recording-whether-or-not-you-have-a-disability/>

## 9. Complaints Process

If you have a complaint about any aspect of the way your application has been handled, we would like to hear from you. In the first instance please write to or e-mail the Public Appointments Team at the address or e-mail address given below quoting the appropriate reference number.

Maggie Garrett, Ministry of Justice, Head of the Public Appointments Team, ALB Centre of Expertise, Ministry of Justice, 10 South Colonnade, Canary Wharf, E14 4PU.

E-mail address: [PublicAppointmentsTeam@justice.gov.uk](mailto:PublicAppointmentsTeam@justice.gov.uk)

**Complaints must be received by the Public Appointments Team within 12 calendar months of the issue or the closure of the recruitment competition, whichever is the later.**

We will acknowledge your complaint within two working days of receipt and reply as quickly and clearly as possible; within 20 working days of receipt. We will tell you if we cannot meet this deadline for any reason and provide an expected reply date.

**Taking it further:** If you are still concerned after receiving your reply you can write to:

Commissioner for Public Appointments, Room G/8, Ground Floor, 1 Horse Guards Road, London, SW1A 2HQ.

The Commissioner for Public Appointments (CPA) regulates and monitors appointments to public bodies to ensure procedures are fair. More information about the role of the Commissioner, the Governance Code for Public Appointments and the complaints process is available at <http://publicappointmentscommissioner.independent.gov.uk/>

Alternatively, please contact the Commissioner’s office on 020 7271 6729, or 0207 271 3305 for a printed copy of the complaints process.

## 10. Checklist

Please refer to the table below to ensure you send us all the necessary information.

Documents to be completed and sent	Tick
Your CV	
Supporting Statement	
Completed Supporting Documents <ul style="list-style-type: none"> <li>• potential conflicts of interest;</li> <li>• referee details;</li> <li>• the diversity monitoring form (Please go to the “<b>how to apply</b>” section of the job advertisement and complete the diversity monitoring form)</li> <li>• political activity declaration (question 17 diversity monitoring form); and</li> <li>• public appointments held (question 16, diversity monitoring form)</li> </ul>	

## 11. Your personal Information

In accordance with the Public Appointments Order in Council 2019 2(2), we will process your application in accordance with the EU General Data Protection Regulation (GDPR), the Data Protection Act 2018 and the MoJ's Information Charter, which can be found at <https://www.gov.uk/government/organisations/ministry-of-justice/about/personal-information-charter>.

Your data will be held securely and access will be restricted to those dealing with your application or involved in the recruitment process. The CPA, may also request access as part of a complaint investigation or review of the recruitment process.

Your data will be stored for up to two years and processed for the purpose of the recruitment process, diversity monitoring and, if successful, your personal record. If appointed, your data will be stored for the duration of your tenure and may be shared with the organisation that you are appointed too, unless specifically requested otherwise.

## **Appendix 1 - The seven principles of public life**

All candidates for public appointments are expected to demonstrate a commitment to, and an understanding of, the value and importance of the principles of public service. The seven principles of public life are:

### **Selflessness**

Holders of public office should act solely in terms of the public interest.

### **Integrity**

Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships.

### **Objectivity**

Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.

### **Accountability**

Holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.

### **Openness**

Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing.

### **Honesty**

Holders of public office should be truthful.

### **Leadership**

Holders of public office should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs.

## Appendix 2 – Guidance for those applying for an MoJ Public Appointment

When applying for a public appointment, we require three pieces of documentation: **Your CV, 2. Supporting Statement, 3. Supporting Documents**

This guidance gives some helpful tips on how best to present yourself to the panel who will be reviewing your application. There is no official or ‘correct way’ to write your CV or supporting statement, this is simply a guide that you may wish to refer to or use as a template.

### 1. CV

Here are a few pointers to keep in mind whilst writing or updating your CV:

- **Please write your name at the top;**
- **Do not write more than 2 pages.** We appreciate this may be a challenge and your achievements could spread across several pages. However, please appreciate that the panel may have a large number of applications to assess so brevity would be appreciated.
- **Avoid spelling and grammatical errors;**
- **Tailor it to the position you’re applying for.** Make sure to draw attention to how you have met the essential and desirable criteria throughout your achievements in life. An opening paragraph at the top of the front page would be beneficial;
- **Use an updated CV.** Explain what you are currently doing or what you most recently have done that fits to the role you are applying for, including dates of the positions you have held;
- **Avoid big blocks of solid text.** Using bullet points will help those reading the CV;
- **Always explain what abbreviations stand for;**
- **Only include key information.** The panel do not need to know about your hobbies unless they specifically match the criteria of the role you are applying for. Personal details including name, address, phone number & email address should be included. There is no legal requirement for you to put your age, or any other protected characteristic (under the Equality Act 2010) on your CV.

### 2. Supporting Statement

Your supporting statement is an opportunity to prove to the panel your reasons for applying for the role as well as highlighting your skills and attributes.

- **Do not write more than 2 pages.**
- **Use models to help structure your paragraphs.** There are two models that you may find useful when writing your supporting statements:
  - **The WHO Model** – What was your personal role? How you did it? And what was the Outcome? placing emphasis on the successful outcome.
  - **The STAR approach** – Situation: briefly describe the context and your role, Task: the specific challenge, task or job that you faced, Action: what you did, how and why you did it and Result: what you achieved through your actions.
- **Use the essential criteria as headings.** The essential criteria for roles can be found on the advert on the Cabinet Office website and within the Candidate Information Pack. It is useful to the panel when assessing your application. For example;  
**Demonstrate intellectual capacity with the ability to make evidence-based decisions**  
You would write a paragraph using evidence from your current role or from recent examples of how you have demonstrated the ability to make evidence-based decisions whilst achieving goals. You would then link this work to the public body you are applying for and how your work directly benefits the ALB and how you can be a part of the its future with your skill-set.

### 3. Supporting Documents (attached separately on Cabinet Office website)

- Please fill in the conflict of interest declaration form honestly. If you are asked for an interview,

due diligence checks will be performed by a member of the Public Appointments Team.

- Although completing the diversity monitoring form is voluntary, it would greatly help the MoJ to build a world class organisation and recruit public appointees who are as diverse as the society they represent.

**Appendix 3 – Supporting Documents (conflict of interest declaration form, reference form and diversity monitoring form) are attached separately on the cabinet office website**