GOVERNMENT OF MAURITIUS

SCHEME OF SERVICE SPECIFIED UNDER REGULATION 15 OF THE
PUBLIC SERVICE COMMISSION REGULATIONS

Department: Office of the Ombudsman
Post: Senior Investigations Officer, Ombudsman’s Office
Salary: Rs 35,275 x 925 – 37,125 x 1,225 – 40,800 x 1,525 – 49,950 x 1,625 – 62,950
(02 066 085)
Effective Date: 25 November 2016
Qualifications:
A. By selection from among serving officers who hold a substantive
appointment and who possess a degree in Public Administration and
Management or Management or Law or Law and Management from a
recognised institution or an equivalent qualification acceptable to the
Public Service Commission.
B. Candidates should –
   (i) reckon at least four years’ experience in investigation duties;
   (ii) have a good knowledge of Government administrative process;
   (iii) have marked ability for office organisation and management;
   (iv) possess good analytical, interpersonal and communication skills;
   and
   (v) be customer focused.

Candidates should produce written evidence of experience/knowledge claimed.

Role and Responsibilities:
To be responsible for the day-to-day administration of the Office of the
Ombudsman.

Duties:
1. To assume administrative and financial responsibilities under the
   instructions of the Ombudsman.
2. To ensure proper control of expenditure.

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[Signature]
for Senior Chief Executive
Ministry of Civil Service and
Administrative Reforms

25 November 2016
Date.........................................................
3. To deal with general correspondence.

4. To perform investigation duties.

5. To arrange for the classification and custody of office files and case records.

6. To prepare notes of evidence in connection with cases under investigation.

7. To counsel and supply authorised information to complainants regarding their grievances and answer queries from members of the public.

8. To collect information, data and materials, as may be required, relating to complaints.

9. To train and supervise subordinate staff and to maintain general discipline.

10. To receive members of the public calling on the Ombudsman.

11. To assist the Ombudsman by preparing draft letters for Ministries/Departments and members of the public.

12. To carry out legal researches, as and when requested by the Ombudsman.

13. To carry out site visits, as and when requested by the Ombudsman.

14. To use ICT in the performance of his duties.

15. To perform such other duties directly related to the main duties listed above or related to the delivery of the output and results expected from the Senior Investigations Officer, Ombudsman’s Office in the roles ascribed to him.