

Operations Review Group

Terms of Reference

1. Purpose

The purpose of the Operations Review group is to consider and decide on issues regarding the operational activities of the Office of the Ombudsman in order to facilitate the effective delivery of the Office's Strategic objectives. It also oversees the implementation of any change management in the organisation.

2. Membership

The group consists of the Director General (Chair), the Heads of Examinations Unit, Head of Assessment Unit, Head of Enquiries Unit. An Assistant Principal attends the meeting also in the role of facilitator. The Head of Corporate Services and Head of IT attend meetings as required by the agenda or as a result of items on the Commitment Log. The Head of Quality, Stakeholder Engagement and Communications similarly attends as required by the agenda or Commitment Log but also provides feedback to the Group regarding casework standards following the monthly Quality Assessment meeting. Other staff may be invited to attend meetings in relation to matters pertaining to their roles and responsibilities.

3. Meetings and Procedures

Meetings are scheduled by the Facilitator and are held on a fortnightly basis. However, members may convene additional meetings as considered necessary. Regular agenda items are set out below:

- Commitment Log review – The log is a record of actions committed to, owner of the action, resource allocated to action and progress to date. It is maintained by the Facilitator.
- Dashboard – The Dashboard provides statistical data on casework and associated resources in order to identify trends, analyse throughput and facilitate decision making and resource allocation. It is produced weekly by ICT.

Items for discussion may be referred to the group through the other Office forums i.e. Management Team meetings, Quality Assessment group, Section meetings, project groups etc.

4. Reporting

Following each meeting the Facilitator updates the Commitment Log and drafts a note of the meeting which is then forwarded to the group members for any suggested amendments. Once agreed the Commitment Log, note of the meeting and relevant dashboard figures for the fortnight in question are recorded in Office Files (Executive - Corporate Management - Committees - Operations Review) and circulated to all Ombudsman staff.

5. Responsibility

In the event of a disagreement the Director General will take any necessary decision within his/her overall authority as Accounting Officer.

6. Review

These terms of reference will be formally reviewed every two years.