Applications are invited from qualified candidates who wish to be considered for appointment as Investigations Officer in the Office of the Ombudsperson for Financial Services.

II. **AGE LIMIT**

Candidates, unless already in the Service, should not have reached their 45th birthday by the closing date for the submission of applications.

III. **QUALIFICATIONS**

A. Candidates should possess a degree in Law or Finance or Financial Services from a recognised institution or an equivalent qualification acceptable to the Public Service Commission.

B. Candidates should –

   (i) have good analytical skills;

   (ii) have good interpersonal and communication skills;

   (iii) be proactive and have a high sense of integrity and professionalism; and

   (iv) be computer literate.

**NOTE**

1. Candidates should produce written evidence of knowledge claimed.

2. **The onus for the submission of written evidence of knowledge claimed and equivalence of qualification (if applicable) from the relevant authorities (Higher Education Commission or Mauritius Qualifications Authority) rests on the candidates. Applications will not be considered in case of non-submission of written evidence of knowledge claimed and Equivalence Certificate, as appropriate, by the closing date.**

3. Candidates may be required to take part in a written examination.
4. The Commission reserves the right:

   (i) to convene **only** the best qualified candidates for interview; and

   (ii) not to make any appointment following this advertisement.

IV. **ROLE AND RESPONSIBILITIES**

   To provide technical support to the Office of the Ombudsperson for Financial Services with a view to positively contributing towards the achievement of the goals and objectives of the Office of the Ombudsperson for Financial Services.

V. **DUTIES AND SALARY**

1. To assist the Ombudsperson for Financial Services in –

   (i) preparing notes of evidence in connection with cases under investigation;

   (ii) preparing draft letters;

   (iii) carrying out legal researches, as and when required;

   (iv) collecting information, data and materials related to complaints, as may be required; and

   (v) counselling and providing authorised information to complainants regarding their grievances and answer queries from members of the public.

2. To perform investigation duties and other activities related to the Office of the Ombudsperson for Financial Services.

3. To carry out on-site inspections, as and when required.

4. To keep proper records of proceedings before the Ombudsperson for Financial Services.

5. To assist in the preparation of Annual Reports, Research Papers, website materials, bulletins and other publications.

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

7. 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 Investigations Officer in the roles ascribed to him.

The permanent and pensionable post carries salary in scale Rs 27,400 x 825 – 35,650 x 900 – 37,450 x 950 – 42,200 x 1,300 – 46,100 x 1,575 – 49,250 x 1,650 – 54,200 x 1,700 – 62,700 a month.
VI. MODE OF APPLICATION

1. Qualified candidates should submit their application on PSC Form 7 which may be obtained either from the Enquiry Counter of the Ministry of Public Service, Administrative and Institutional Reforms, Ground Floor, Emmanuel Anquetil Building, Port Louis or from the Enquiry Counter of the Public Service Commission, 7, Louis Pasteur Street, Forest Side or from the Chief Commissioner’s Office, Port Mathurin, Rodrigues or from the offices of the Mauritius High Commissions/Embassies overseas.

2. Candidates already in the service should submit their Application Form in duplicate, the original to be sent directly to the Secretary, Public Service Commission and the duplicate through their respective Supervising Officer/Responsible Officer.

3. This advertisement together with the Application Form (PSC Form 7) are available on the website of the Public Service Commission at https://psc.govmu.org

4. Acknowledgement of applications will be made, as far as possible, by e-mail. Candidates are, therefore, advised to submit their e-mail address.

5. Candidates are also advised to read carefully the “NOTES AND INSTRUCTIONS TO CANDIDATES” before filling in the Application Form. Care should be taken to fill in the Application Form correctly. Incomplete, inadequate or inaccurate filling of the Application Form may entail elimination of the candidate.

VII. CLOSING DATE

Application Forms should reach the Secretary, Public Service Commission, 7, Louis Pasteur Street, Forest Side, not later than 15 00 hours (local time) on Tuesday 02 May 2023. Application Forms received after the specified closing date and time will not be considered.

Date: 12 April 2023

Public Service Commission,
7, Louis Pasteur Street,
FOREST SIDE.