



Job Title: Head of the Registry

Job holder: Peter BONNOR
Directorate: A
Unit: Registry
Reports to: Joao Sant'Anna, Director A
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The Head of the Registry is responsible for the overall daily management of the human resources of the unit with an eye to ensuring the handling of complaints which are outside the Ombudsman's mandate and for managing the Institution's central IT registration tool for all correspondence and internal documents related both to complaint handling and other matters. He also acts as Information officer, responds to citizens' requests for access to documents and/or information, and manages the Ombudsman's archives and library.

Main managerial responsibilities

1. Dealing with complaints from citizens

- Handling of all complaints that are outside the Ombudsman's mandate.
- Ensuring the registration of all complaints, inquiry and query related documents and data, and the maintenance and continuous improvement of the Ombudsman's IT case management infrastructure.
- Ensuring the regular updating of the registration manual, and contributes to the directors' regular updating of the Ombudsman's case handling manual.

2. Dealing with requests from citizens as the Ombudsman's Information Officer

- The Institution's public register and the related IT infrastructure.
- Responding to requests for access to documents whenever such requests are not more appropriately dealt with by another person or service.
- Replying to the bulk of regular requests for factual information from citizens, and for ensuring the good functioning of the Institution's switchboard.



3. Dealing with the registration and archiving of documents

- The Head of the Registry keeps information on the short and long term record keeping of all the Institution's services, and provides appropriate guidance to the services for their record keeping tasks.
- The Institution's central IT registration tool for correspondence and internal documents not related to the handling of complaints, inquiries and queries.
- The historical archiving of the Institution's documents. Responsible for the Institution's participation at the EU institutions' inter-institutional archives group. Responsible for maintaining the Ombudsman's collection of external publications.