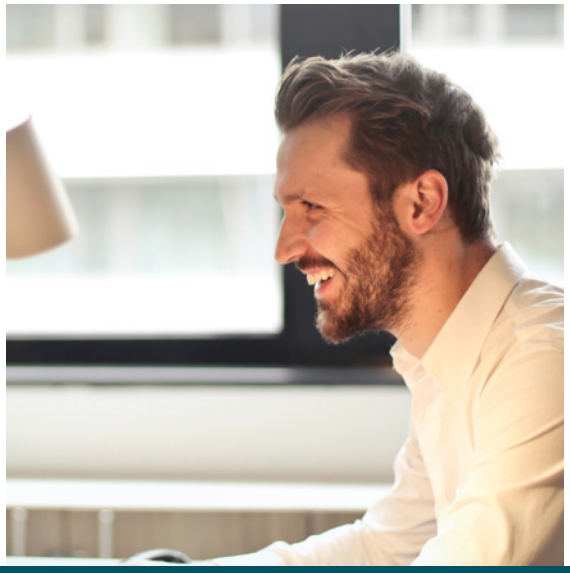
Housing
Ombudsman Service



Adjudicator

Candidate information pack

The recruitment process

Enclosed within this document you will find:

- Overview of recruitment process
- Indicative timetable for the recruitment process
- The role profile for the Adjudicator - job profile and person specification
- Benefits

Our website www.housing-ombudsman.org.uk has details about what we do and how we do it.

The following corporate publications may be of interest and can be found under the Corporate Information menu, under Publications on our website:

- Business Plan 2022-23
- Corporate Plan 2022-25
- Annual Report and Accounts 2020-21

We hope that you decide to apply to this key role within our organisation.

Candidates who are long-listed will be asked to complete an ability exercise. The final stage will be a panel interview with the Housing Ombudsman Service. It is likely that the interviews will be conducted remotely (via MS Teams).

Indicative Timetable

Closing date for receipt of applications: 23.59 on Tuesday, 3rd May 2022.

Assessment Exercise: 16th to 23rd May 2022.

Short-list interviews: from 6th June 2022.

Throughout the process, we will advise you about the outcome of your application at the earliest opportunity.

If you have any questions, please contact Jonathan McIntyre, Managing Director of CJA Group, our advising consultant on 020 7588 5407 or via jmm@cjagroup.com.

Job Description

Position: Adjudicator

Working pattern: Permanent

Hours: 35

Location: Home-based / hybrid.

Overall purpose of the role

The Adjudicator role sits within the Dispute Resolution function which is responsible for conducting fair, impartial and independent investigations into complaints brought to the Ombudsman by residents.

Using attention to detail, logical and an inquisitorial approach to investigating disputes, Adjudicators assess complex complaints to ensure that cases are thoroughly considered in line with casework quality standards, policy jurisdiction and dispute resolution principles.

With exceptional communication and language skills Adjudicators communicate the outcome of decisions, orders and recommendations to all involved parties within an appropriate timescale, ensuring that work is of a high quality and meets our casework standards.

The Adjudicator plays a key role in the Dispute Resolution process. Undertaking investigations of more complicated complaints, you will ensure that all cases are dealt with fairly and impartially. You will work in line with our casework quality standards, policy jurisdiction, guidance and dispute resolution principles. Adjudicators will manage their own caseload and will be required to work to targets set in line with organisational goals.

Main Accountabilities

- Investigating complaints within the jurisdiction of the Housing Ombudsman. Adjudicating on disputes, some of which will be difficult and complex, and defending those decisions despite criticism and challenge from affected parties.
- Analysing information, identifying key issues in order to make clear and confident decisions.
- Working collaboratively with colleagues across the organisation.
- Mentoring and coaching new investigators and adjudicators.
- Sharing your knowledge and expertise through training and writing guidance.
- Supporting the Housing Ombudsman and all relevant Directors and Heads of service in progressing and developing our approach to dispute resolution.
- Leading on and participating in relevant Business Plan projects.
- Articulation of decisions on jurisdiction/intervention/investigation.
- Formulation of appropriate and proportionate orders and recommendations, and compliance monitoring.
- Liaising with appropriate external stakeholders including landlords, MPs, councillors and tenant representatives.
- Supporting our approach to quality assurance and risk management.
- Responding to relevant Freedom of Information and Data Protection Act requests.
- Accurate and timely recording of casework into the casework management system.

Person Specification

Qualifications

- Degree level or equivalent (desirable).

Knowledge and Experience

Essential

- Expert knowledge of housing law.
- Knowledge of the role of an Ombudsman.
- Knowledge and experience of dispute resolution and complaint handling.
- Experience of delivering against set targets and KPI's.
- Active listening skills.
- Speaking confidently, clearly and fluently avoiding jargon or criticism.

Skills and Abilities

Essential

- Research skills.
- Customer care skills.
- Proactive.
- Autonomous.
- Organised – planning and prioritising skills.
- Collaborative working.
- Pro-actively seeks to learn.
- Objective analysis.
- Excellent report writing skills.
- Ability to have effective conversations with a wide range of people including those with additional needs.
- Ability to deal with difficult situations in an effective manner.
- Ability to analyse a large volume of complex information and to work at pace.

Additional Requirements

Essential

Willingness to work flexibly within the team to ensure high quality, effective and efficient services are delivered.

To comply with the Housing Ombudsman Equal Opportunities policies.

To comply with the Housing Ombudsman Health & Safety policies.

To comply with the Housing Ombudsman IT policies and procedures.

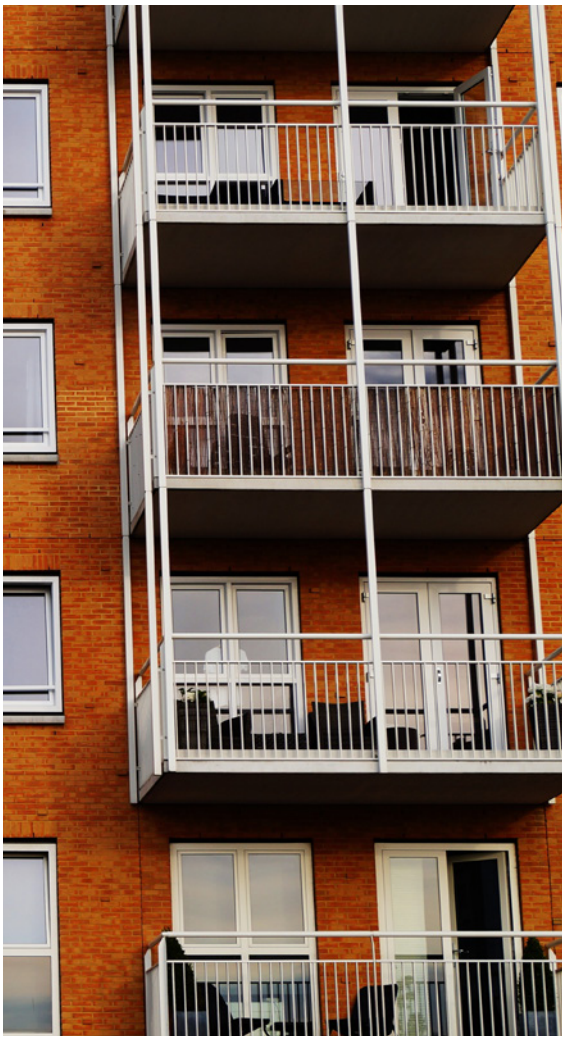
This role profile is not exclusive or exhaustive. It is intended as an outline indication of the areas of responsibility and may be amended in light of the changing needs of the organisation.

Benefits

Rewarding career, rewarding benefits

In addition to a basic salary of £46,601 per annum, you will also receive a benefits package including:

- Local Government Pension Scheme – opportunity to join the Local Government Defined Benefit Pension Scheme.
- Healthy Work/Life Balance – 35 hour working week, flexi-time scheme, working from home opportunities.
- Generous Annual Leave – Minimum of 25 days holiday, rising after four years of continuous service plus eight statutory bank holidays and three, paid Christmas closure days.
- Commitment to health and wellbeing – Free on site gym and shower facilities, cycle to work scheme, free yearly health check-up, employee assistance programme, access to CSSC Sports and Leisure website, discounts on days out, restaurants and high street shopping, contribution towards eye-tests and glasses.
- Season ticket loan – Interest free public transport ticket loan.
- Commitment to ongoing development - Payment of professional memberships fees. Regular training workshops.
- Office location – within walking distance of Underground and DLR stations, waterside location near Canary Wharf Shopping Centre and various bars, cafes and restaurants.

"I joined the service because I relish the opportunity to make a difference every day"

Richard Blakeway
The Housing Ombudsman