

Housing

Ombudsman Service



**Audit & Risk Assurance
Committee Member**
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 Audit & Risk Assurance Committee member and an Advisory Board member - background, role specification and further information.

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

Given the context of this role, in addition to the description of the role of an Audit & Risk Assurance Committee member and an Advisory Board member below, we thought the following links to our latest Annual Report and Accounts, 2022-25 Corporate Plan and 2022-23 Business Plan would be of interest.

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.

All applicants are required to provide their employment history and supporting statement (of no more than 1,000 words) detailing how they meet the role specification, illustrated with supporting examples.

Applications should be submitted via our careers website www.housing-ombudsman-careers.org.uk

Short-listed candidates will be asked to 'attend' a panel interview with the Housing Ombudsman Service. It is likely that these interviews will be conducted remotely (via MS Teams).

Indicative Timetable

Closing date for receipt of applications: 23.59 on Monday, 2nd May 2022.

Short-list interviews: w/c 23rd May 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.

Role Specification

Position: Audit & Risk Assurance Committee Member and ex-officio Advisory Board member

Appointing Body: The Housing Ombudsman

Vacancies: One

Location: London (currently remote meetings but expectation of moving to attendance in person from the summer)

Background

The role of the Housing Ombudsman is to:

- resolve disputes involving members of the Scheme, including making awards of compensation or other remedies when appropriate, as well as to
- support effective landlord-tenant dispute resolution by others.

The service is independent and impartial.

Membership of the Scheme is compulsory for social landlords (primarily housing associations who are or have been registered with the social housing regulator) and local authority landlords. Additionally, some private landlords are voluntary members.

The Housing Ombudsman is constituted as a corporation sole and so does not have a formal Board or separate Chair. It is a Non-Departmental Public Body, sponsored by the Department for Levelling Up, Housing and Communities (DLUHC).

Role Specification

The role of the Audit & Risk Assurance Committee (ARAC) is to provide non-executive support to the The Housing Ombudsman (THO) in their role as Accounting Officer by reviewing the comprehensiveness and reliability of assurances on governance, risk management, the control environment and the integrity of the Annual Report and Accounts.

The candidate will have experience of Audit & Risk Assurance Committees and, ideally, the requirements on Non-Departmental Public Bodies (NDPBs).

The successful candidates will possess experience in the areas of organisational cultural change, workforce expansion and colleague development. Ideally, they will also possess experience in one or both of the following areas:

- customer service
- casework management

The successful candidate will also be expected to develop an understanding of the Housing Ombudsman's role and the framework of authorities.

The Advisory Board is a non-statutory forum whose main role is to provide support and advice to the Ombudsman. The Advisory Board brings an external perspective to assist the Ombudsman in leadership, good governance, and the development of the organisation. The Advisory Board provides specific advice and support to THO on the development and implementation of:

- vision, values, and objectives
- strategic direction and business planning
- public accountability for the subscriptions received

Members of the Advisory Board have an advisory function only and have no executive functions or decision-making remit. The Advisory Board is made up of the Ombudsman and Chief Operating Officer; two members of the Audit & Risk Assurance Committee (ARAC); and four external members providing specialist skills, knowledge and experience. This ARAC appointment will also include one of the ex-officio Advisory Board positions.

Further information

Time Requirements

Both the ARAC and the Advisory Board each meet at least four times per year.

The candidate will be expected to read papers and contribute on specific topics outside of formal meetings.

Remuneration

Remuneration for membership of the Audit and Risk Assurance Committee is £1,750 per annum. In addition, remuneration for membership of the Advisory Board is £1,750 per annum.

The Housing Ombudsman Service will reimburse travel and subsistence costs in line with its travel and subsistence policy.

Additional Information

Appointments to the ARAC are for a period of three years with the possibility of extension for a further three years. The appointment to the Advisory Board is co-terminous with the candidate's tenure as an ARAC member.

Ministerial appointment

Ministerial approval will be sought prior to appointment by the Housing Ombudsman.

Equality and Diversity

All employees must uphold the standards set out in the organisation's Equality and Diversity Policy in respect of promoting equality of opportunity, diversity and inclusion.

Health and Safety

All employees are required to ensure their own actions reduce risks to health and safety for themselves and colleagues and that health and safety requirements are met in areas of responsibility as set out in the organisation's Health & Safety Manual.

IT

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.



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

Richard Blakeway
The Housing Ombudsman

