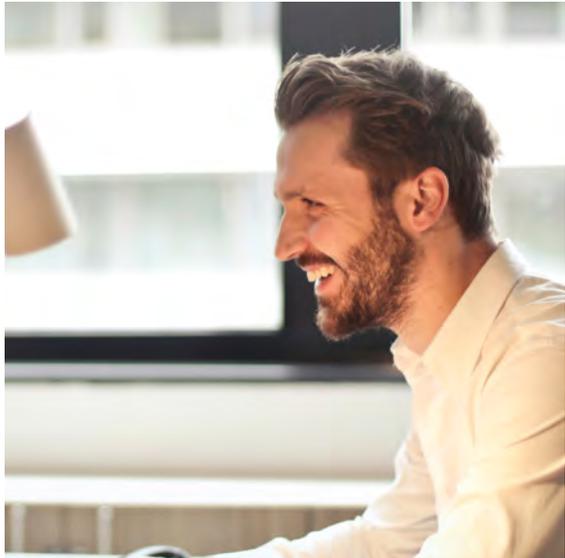


# Housing

Ombudsman Service



**Head of Corporate & Information Governance**  
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 Head of Corporate & Information Governance - job profile and person specification
- Benefits

Our website [www.housing-ombudsman.org.uk](http://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 online exercise and an online personality profile. 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 Wednesday, 1st June 2022.

Note: Following unprecedented levels of interest in our vacancies, we reserve the right to close the role early.

Short-list interviews: from 13th June 2022.

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

### Application Process

Our application process is anonymised. Submitting an application is a two stage process:

- 1) Stage 1 - create an account. This largely focuses on the information that you would include in your CV.
- 2) Stage 2 - upload and submit your supporting statement.

Please note that once you have submitted your application for a specific role, your application for that role cannot then be changed. Any changes you make to your 'account' having submitted your application will be reflected in any subsequent application you choose to make, but not to the application already submitted.

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](mailto:jmm@cjagroup.com).

# Job Description

<b>Position:</b>	Head of Corporate & Information Governance
<b>Working pattern:</b>	Permanent
<b>Hours:</b>	35
<b>Location:</b>	Hybrid working from home with occasional office attendance
<b>Accountable to:</b>	Director, Finance & Corporate Services
<b>Responsible for:</b>	Digital & Data. Performance & Business Information and Corporate Governance teams
<b>Working relationships</b>	Ombudsman; Chief Operating Officer; Directors; Heads of Service, Managers including Performance & Business Information, DPO and Communications; and external stakeholders including Advisory Board, ARAC, and the Department for Levelling Up, Housing and Communities.

## Overall purpose of the role

Lead the Corporate and Information Governance Team, covering a range of corporate services including information compliance, project management, business information reporting and corporate governance functions.

Responsible for leading work directly supporting the Senior Leadership Team on the development of the Strategic Plan, annual Business Plans, and Directorate Operational Plans, and for monitoring and reporting on performance using data driven analysis against agreed programmes, projects and key performance indicators to a regular reporting schedule, including supporting the preparation of the annual report and accounts.

The postholder will provide specialised knowledge to senior management and staff, ensuring compliance and best practice on information governance. Leading on the Data and Digital strategies and fostering a data protection culture within the Housing Ombudsman Service (HoS), promoting good practice principles of openness, transparency, and appropriate data sharing, whilst also acting as Deputy / Operational SIRO.

As an attendee at the Senior Leadership Team, support the Finance and Corporate Services Director, the Chief Operating Officer and Ombudsman with senior leadership governance arrangements and support key non-executive and external accountability meetings, building strong and effective relationships with these senior stakeholders.

### **Main Accountabilities**

#### **Internal**

- Provide line management, appropriate coaching, and development to the Digital and Data Manager/DPO, Performance and Business Information Manager, Governance Senior Officer and IT Projects Manager.
- Ensure corporate and information governance requirements are understood.
- Lead and develop the system of governance so that it provides assurance to SLT and the Ombudsman.
- Manage the Performance and Business Information Manager on the continued development of a suite of key performance information reports, including casework data reporting and analysis, efficient workflow management through the casework system and project and programme management to ensure delivery against business plan targets.
- Manage the Digital and Data Manager / DPO on the continued development of information compliance activities, including staff training and awareness raising of data and information management responsibilities across the organisation and the activities required to maintain a fit for purpose IT infrastructure.
- Develop and implement policies, processes and standards that ensure high quality, efficient and compliant corporate and information governance in accordance with relevant statutes, regulatory guidance, and central governance functional standards.

### Main Accountabilities cont...

- Manage risk management process and promote good practice.
- Coach, inspire, motivate, and seek development opportunities for self and for staff.
- Agree SMART objectives for direct reports, conduct appraisals in accordance with HoS policy, and ensure effective development plans are in place; and
- Maintain active personal development including compliance with professional CPD requirements and HoS policy
- Agree annual objectives with the DFCS and complete all appraisal tasks in line with HoS policy
- Lead in creating and maintaining a 'learning' environment that facilitates high-quality knowledge transfer within the team.

### External

- Support and manage the DPO in reporting and relationship building with the Information Commissioner's Office on data compliance issues.
- Develop and manage the forward programme of Audit and Risk Assurance Committee meetings, ensuring papers are prepared and distributed to timescales.
- Develop and manage the forward programme of Advisory Board meetings with the Ombudsman, ensuring they are focussed on strategic developments and deliveries.
- Oversee the collation of papers for regular accountability meetings with sponsor Department and build an effective relationship with the sponsorship team.
- Act as key liaison point for all non-executive members, building strong and supportive relationships.
- Draft papers as requested by Chairs.

### Quality Control

- Chair the Corporate Information Governance Group to provide assurance on the quality and integrity of data and data compliance.
- Attend regular supplier management performance meetings to ensure outsourced requirements adhere to our level of assurance required.
- Oversee the production and issue of all papers ahead of circulation ensuring all relevant stakeholders are kept informed as and when required.

# Person Specification

## Qualifications

- Level 6 Qualification or equivalent through relevant training/ experience
- Ideally, Data Protection Practitioner

## Knowledge and Experience

### *Essential*

- Experience of leading in a corporate governance capacity.
- A track record of leading, managing and motivating professional teams and operations.
- Understanding of legal and regulatory requirements applicable to corporate management and governance.
- Knowledge and understanding of business planning, quality assurance, financial and risk management.
- A good understanding of information, data and cyber especially relating to the effective and secure management and exploitation of an organisation's information.
- Experience in leading a Project Management Office.
- Experience in leading Business Information Teams providing Performance Analytics and Reporting.

### *Desirable*

- Experience of leading in a corporate governance capacity in particular in a public sector setting.

### Knowledge and Experience

#### *Desirable cont...*

- Knowledge of the role of the Housing Ombudsman.
- Experience of influencing senior stakeholders and exceptional stakeholder management skills with the ability to deliver.

### Skills and Abilities

#### *Essential*

- Effective planning and organisational skills, able to deliver to deadlines, manage own work and the work of others and make effective decisions on priorities and adapt to change as required.
- Proactive ability to take responsibility to seek solutions to problems, with an ability to identify risks and make a judgement on appropriate action.
- Strategic and systemic thinking.
- Critical thinking (including analysis and management performance reporting).
- Leadership and people management.
- Performance management and improvement.
- Decision making and judgement (scope and effectiveness).
- Analytical skills.
- Emotional intelligence.
- Communicate with and influence stakeholders at all levels.
- Reputation management – self and organisation.
- Collaboration, partnership working and team working.
- Resilience and proven experience of working well under pressure and delivering challenging messages at a senior organisational level in an appropriate and professional way.
- Proven ability and substantial experience of prioritising and organising a large, complex, and busy workload.

### Skills and Abilities

#### *Desirable*

- Managing change - transformational and transactional.

### Additional Requirements

- 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 £66,225 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 27 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

