

Housing

Ombudsman Service



Head of Dispute Resolution
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 Dispute Resolution - 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 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 Sunday, 12th June 2022.

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

Short-list interviews: from 11th July 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.

Job Description

Position: Head of Dispute Resolution

Working pattern: Permanent

Hours: 35

Location: Home-based

Overall purpose of the role

Lead the Dispute Resolution Teams in collaboration with the other Head of Service, ensuring that we deliver high quality and timely investigations that maximise our impact on residents' lives and landlords' services, provide high levels of customer satisfaction, and align with our values.

Lead or support strategic interventions across the organisation to help improve landlords' complaint handling and housing services.

Lead on business planning for your function and be responsible for delivery of all business plan targets, commitments and strategic programmes.

Comply with all corporate requirements.

Main Accountabilities

- Lead the Dispute Resolution teams to deliver fair and impartial investigations in line with the Scheme and the Complaint Handling Code and which promote learning from outcomes.
- Widen the alternative routes to redress we offer to residents and landlords.
- Undertake quality control checks and exercise delegated authority in accordance with the Scheme of Delegation to assure the quality of casework issued.
- Develop our approach to casework by continuously improving our casework categorisation and risk management, fully utilising the powers available to us and developing specialist teams.
- Manage external contracts where the Dispute Resolution function is the business lead.
- Work with the Quality Team to support policy and guidance reviews, quality assurance exercises, implement agreed service improvement actions and host casework forums.
- Develop and continuously improve processes to deliver high performance.
- Lead work to ensure our systems are efficient and effective, preserve the integrity of casework data and provide robust assurance. Ensure adequate reporting that delivers complete and accurate management information.
- Support your Director in the development of your area's three-year strategic plan and annual business plan.
- Be an active member of your Directorate's Leadership Team, attending relevant meetings and demonstrating accountability for your area and providing all assurances required.
- Promote and enable a learning culture so all team members have the knowledge and tools they need to do their jobs.

Main Accountabilities cont...

- Develop your managers and teams to live our values, demonstrate a collaborative approach and deliver continuous improvement.
- Work collaboratively across the organisation to engage key stakeholders in our work and maximise our impact.
- Manage to budget and deliver value for money.
- Ensure a robust governance, risk and control framework, including adequate quality control, through appropriate and adequate assurance mechanisms.
- Deliver any other activities as requested.

Person Specification

Qualifications

- Degree level or equivalent through relevant training/experience
- Ideally, qualified solicitor or barrister or CIH member.
- Ideally, evidence of management and leadership development training

Knowledge and Experience

Essential

- Demonstrable experience in one of the following:
 - the housing sector
 - an ombudsman service
 - a Regulator
 - housing or public law legal practice
- A track record of leading, managing and motivating professional teams.
- Knowledge of the role of the Housing Ombudsman.
- Understanding of legal and regulatory requirements applicable to the role.
- Knowledge of relevant housing law, practice, and policy.
- Knowledge and understanding of business planning, quality assurance, financial and risk management.
- Experience, knowledge and understanding of effective decision making in a public law context.

Knowledge and Experience

Essential

- Ability to manage a large casework operation, to high quality standards, efficiently and effectively
- Experience of influencing senior stakeholders

Desirable

- Experience of delivering a value for money service and understanding of the requirements of Managing Public Money.

Skills and Abilities

Essential

- Strong IT skills including use of Microsoft office applications
- Good resilience and proven experience of working well under pressure

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

