

Housing

Ombudsman Service



Head of Communications & Stakeholder Engagement
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 Communications & Stakeholder Engagement - 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 a personality profile and 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 Sunday 14th August 2022.

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

Short-list interviews: 16th September 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, that application for that role cannot then be changed. Any changes you make to your account will be reflected in any subsequent application you choose to make.

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 Communications & Stakeholder Engagement

Working pattern: Permanent

Hours: 35

Location: Home-based.

Overall purpose of the role

The Housing Ombudsman Service (HOS) is changing. The service is growing, with a range of new powers allowing it to undertake systemic investigations for the first time and expand its work to promote positive change in the housing sector.

This role is part of the new Quality, Engagement and Development function within the Service.

The post holder will be responsible for designing and implementing key aspects of our corporate plan 2022-25, including raising awareness of our service, increasing the visible impact of our work and sharing learning from our work through our Centre for Learning.

The post holder will be responsible for developing and implementing comprehensive and innovative communications and engagement strategies and plans. These will: encompass internal and external requirements in promoting the brand, the reputation and the work of HOS; enable an effective customer experience; engender employee engagement and stakeholder engagement and support strategic objectives and organisational goals.

Main Accountabilities

- Develop and implement communications and engagement strategies to support our corporate plan and deliver maximum impact.
- Raise awareness of our service amongst residents, build their understanding and trust in what we do and increase its accessibility.
- Provide a high-quality corporate communication service covering publications, marketing and events management.
- Lead on the development of social media relations and communications.
- Develop our communications and media relations to increase the visible impact of our work.
- Support the development of our Centre for Learning and, through this, tools to promote learning from our casework.
- Using innovative PR initiatives to promote the Housing Ombudsman Service.
- Developing appropriate and effective relationships stakeholders.
- Provide strategic and tactical communications advice and support to the Senior Leadership Team.
- Provide effective two-way communication and engagement with staff, in particular to engage them in delivery of the corporate plan, embedding our values and cultural change to achieve our aims.
- Develop crisis communications plans and media protocols in line with Business Continuity requirements.

Person Specification

Qualifications

- Degree level or management and leadership development qualification or evidenced experience.

Knowledge and Experience

Essential

- Professional, senior level communications experience in an organisation with a high public profile and a track record of advising at the most senior level.
- Extensive experience of working with the media in a high profile, national organisation including an up to date knowledge of social media and the way it can work alongside traditional media.
- Proven ability to develop and deliver high quality and innovative strategic communication campaigns and powerful storytelling communications internally and externally across a range of channels with a track record in evaluation to ensure efficient and effective use of resources.
- Proven ability to translate complex and sensitive information and communicating it effectively and appropriately to a range of audiences.
- A track record of leading, managing and motivating professional teams.
- Experience of managing change and achieving results.
- Comprehensive understanding of government and the wider public service arena including its political decision making processes.

- Understanding of the wider social, political and economic environment and their impact on the issues, implications and challenges facing public sector organisations.
- Good resilience and proven experience of working well under pressure.

Desirable

- Understanding of the role of the Ombudsman.
- Knowledge of housing law and policy.
- Experience in business planning, quality assurance and risk management.
- Budget management.
- Understanding of the regulatory environment.

Skills and Abilities

Essential

- Communicate articulately and confidently with a wide range of people.
- Write clearly and concisely for senior audiences.
- Motivate and lead others.
- Inspire trust and confidence.
- Influence and persuade others.
- Ability to work in a context of change and ambiguity.
- Strong IT skills including use of Microsoft Office applications

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 £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

