

# Housing

Ombudsman Service



**Public Affairs and  
Parliamentary Officer**  
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 Public Affairs and Parliamentary Officer - 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 may be asked to complete an online 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, 17th July 2022.

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

Short-list interviews: from 1st August 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

**Position:** Public Affairs and Parliamentary Officer

**Working pattern:** Permanent

**Hours:** 35

**Location:** London or Homeworker

## Overall purpose of the role

This role will support the Housing Ombudsman Service to discharge its public affairs activities and policy objectives to build our relationships with elected representatives to promote awareness of our role and ensure that the Ombudsman's voice is heard in government, both national and local, and across the housing sector.

Reporting to the Head of Communications and Engagement, you will take a leading role in planning and delivering on the Ombudsman's priority policy areas. You will develop and deliver political and parliamentary stakeholder engagement and play a key role in engaging with policy makers, civil servants, politicians, councillors, relevant Regulators and Ombudsman schemes, and other key stakeholders.

You will develop and deliver a variety of public affairs projects to inform decision makers and influence policy, coordinate the Ombudsman's parliamentary and local government engagement and maintain the stakeholder management database. You will prepare communications, reports and policy briefings for internal and external audiences and help ensure our systemic work has impact.

You will be joining the Quality, Engagement and Development directorate, with a varied and challenging remit to drive learning from complaints across the housing sector and improve our own complaint handling; and will advise and support on wider campaign and initiatives to support the wider team's work.

### Main Accountabilities

- Monitoring of political interest in the Ombudsman and our policy priorities.
- Supporting engagement with our sponsor department including correspondence, parliamentary questions, enquiries and meetings.
- Horizon scanning and key theme monitoring.
- Relationship management with key stakeholders, including Members of Parliament, councillors, Regulators and Ombudsman.
- Organising outreach with elected representatives to promote awareness and understanding of the Ombudsman's role.
- Supporting our systemic work to ensure publications have impact.
- Analysis of legislation and monitor changes within the regulatory and housing environments.
- Briefings, research and drafting.
- Maintaining our stakeholder management database.
- Lead and organise engagement events.
- Supporting the design and delivery of awareness campaigns and priority areas.

# Person Specification

## Qualifications

- Degree level or equivalent professional qualifications.

## Knowledge and Experience

### *Essential*

- Experience in a public affairs setting such as Parliament.
- Demonstrable experience of developing successful public affairs strategies and plans.
- Knowledge of legislation and Government institutions.
- Understanding of the role of the Ombudsman.
- The ability to provide accurate, concise and easy to understand briefings on complex subjects.
- Knowledge and experience of quantitative and qualitative research methods.
- Experience of being able to work alone and collaboratively.

### *Desirable*

- Knowledge of housing policies.
- Project Management.

### Skills and Abilities

#### *Essential*

- Strong ability to prioritise and manage challenging workloads often under pressure.
- Excellent verbal and written communication skills.
- Strong interpersonal and negotiation skills.
- Ability to build evidence-based arguments.
- Strong self-awareness and resilience under pressure.
- A team worker with excellent interpersonal relations.

### 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
- Ability to work effectively from home

**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 £40,491 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

