

Housing

Ombudsman Service



**Dispute Support
Manager**
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 Dispute Support Manager
 - 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 written assessment. Subject to the results of this assessment, candidates will then be asked to 'attend' a short-list interview with the Housing Ombudsman Service - it is likely that this interview will be conducted remotely (via MS Teams).

Indicative Timetable

Closing date for receipt of applications: 23.59 on Sunday, 16th October 2022.

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

Short-list interviews: from week commencing 14th November 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: Dispute Support Manager

Working pattern: Permanent

Hours: 35

Location: Home-based

Overall purpose of the role

The Dispute Support Manager is a member of the leadership team delivering the Dispute Support Service at the Housing Ombudsman.

Focussed on supporting landlords and residents to resolve complaints within the landlord's internal complaints process, the team's aim is to ensure that complaints are raised and responded to by landlords.

As Dispute Support Manager, you will be accountable for:

- the performance and delivery of your Dispute Support team and the process overall.
- management of and continuous development of people, processes, systems and governance within the Dispute Support team.
- ensuring cases are progressed efficiently and effectively and in accordance with agreed performance targets, service standards and quality standards.
- ensuring appropriate case hand-over to Dispute Resolution.
- contributing to wider organisational effectiveness and a commitment to on-going personal professional development.
- ensuring compliance with all corporate requirements.

Main Accountabilities

- Manage the operational performance of a Dispute Support team to ensure delivery of activity to a high standard.
- Allocate casework appropriately and monitor case handling by team members.
- Monitor, maintain and enhance processes and resources to continually improve the approach to casework.
- Ensure compliance with legal, regulatory and statutory obligations.
- Support landlord development and engagement activity within the Dispute Support team.
- Quality control caseworkers' work to ensure this meets quality and service standards and participate in quality assurance exercises.
- Apply Business Intelligence to inform systems improvement and contribute to strategic and business planning.
- Inspire, promote engagement, motivation and empower people to perform to the best of their ability.
- Coach and develop members of team to help them achieve their full potential within and beyond role.
- Foster innovative and improved learning through continually expanding capabilities and optimising opportunities for learning.
- Taking, applying and disseminating knowledge and insights gained (within dispute support, organisation and social housing sector dispute resolution activities).
- Ensure stakeholder management both internally and externally.
- Capture and use information and data clearly, concisely, accurately and in ways that promote understanding internally and externally.
- Undertake appropriate and proportionate risk management.

Person Specification

Qualifications

- Degree level or equivalent.

Knowledge and Experience

Essential

- Experience leading and managing a casework team
- Knowledge and experience of dispute resolution and complaint handling
- Experience of delivering against set targets and KPI's
- Active listening skills
- Speaking confidently, clearly and fluently avoiding jargon or criticism
- Excellent customer service skills

Desirable

- Expert knowledge of housing law.
- Knowledge of the role of an Ombudsman.

Skills and Abilities

Essential

- People management and leadership
- Performance management and improvement
- Decision making and judgement
- Managing change – transactional and transformational
- Emotional intelligence (Interpersonal Skills)
- Communicate with and influence stakeholders at appropriate levels
- Reputation Management
- Collaboration, partnership and team working
- Finance, human and other resource management
- Risk management

Desirable

- Critical Thinking
- Risk management

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 £54,833 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

