

Housing

Ombudsman Service



**Enquiries and
Contact 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 Enquiries and Contact Officer
- - 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 short-listed will be asked to carry out an assessment exercise immediately followed by a panel interview with the Housing Ombudsman Service. It is likely that the assessment / interview will be conducted remotely (via MS Teams).

Indicative Timetable

Closing date for receipt of applications: Sunday, 9th October 2022.

Short-list interviews: w/c 24th October 2022.

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

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: Enquiries and Contact Officer

Working pattern: Fixed-term Contract (6 months)

Hours: 35

Overall purpose of the role

Enquiries and Contact Officers form a distinct team within the Dispute Support Department.

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

Enquiries and Contact Officers handle all incoming calls from residents and landlords to the Ombudsman Service and provide effective advice and support to ensure that residents are empowered to progress their complaint with their landlord, and that where appropriate they are referred to other agencies to provide additional support.

Utilising their excellent customer care and communication skills, the Enquiries and Contact Officers effectively scope complaints with residents, understand residents' concerns and how cases are progressed to create high quality records before taking appropriate action.

Enquiries and Contact Officers are responsible for proactively managing their own caseloads to ensure that enquiries are actioned within the organisation's published timescales and relevant service level agreements.

Additionally, Enquiries and Contact Officers are responsible for identifying complaints that have exhausted the landlords' internal complaints process and ensuring that they are progressed for consideration within the landlords' formal remit.

Where cases are, or are likely to be outside the Ombudsman's jurisdiction, the Enquiries and Contact Officers assess cases to issue formal determinations where appropriate.

Main Accountabilities

- Deliver an effective service that offers correct and appropriate advice at the first point of contact.
- Identify and refer cases which have exhausted the landlord's internal complaints procedure swiftly and with correct information.
- Use knowledge and guidance of the Ombudsman's jurisdiction to assess cases that are, or likely to be outside jurisdiction and issue appropriate responses and guidance to residents as required.
- Follow and feed into procedures and guidance to ensure that correct and appropriate advice and guidance is provided at the first point of contact.
- Record clearly, concisely, accurately and in ways that promote understanding of enquiry types and outcomes internally so that it informs organisation decisions.
- Ensure stakeholder management both internally and externally.
- Identify and recommend continuous improvements to the front-end enquiries service and other managed services.
- Ensure compliance with legal, regulatory and statutory obligations at all stages of the enquiries and contact service.
- Undertake appropriate and proportionate risk management following internal risk assessment and recording methodologies.

Person Specification

Qualifications

- GCSE Maths and English or equivalent grade C or above

Knowledge and Experience

Essential

- Experience of handling high volumes of contact and enquiries by telephone and email.
- Experience of working to and delivering against set targets and KPI's.
- Communicating confidently, clearly and fluently avoiding jargon or criticism.
- Experience working with internal and external stakeholders to deliver excellent customer service.
- Significant experience handling customer queries and contact by telephone and offering accurate and appropriate advice.

Desirable

- Awareness of the role of an Ombudsman.
- Understanding of reasonable adjustments and implementing appropriate arrangements that meet the needs of service users.

Skills and Abilities

Essential

- Exceptional customer care and communication skills, particularly verbal that meets the needs of customers.
- Ability to record high quality information (written and data) consistently in line with organisational protocols.
- Decision making and judgement in line with organisational protocols and processes.
- Able to work autonomously to issue correspondence to service users that offers appropriate advice and guidance.
- Positively engage with continuous organisational change and transformation.

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 £29,271 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

