

# Housing

Ombudsman Service



**Quality Standards  
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 Quality Standards Manager
  - 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 short-listed will be asked to complete online assessment and '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 Monday, 26th September 2022.

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

Short-list interviews: Wednesday, 19th October.

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](mailto:jmm@cjagroup.com).

# Job Description

**Position:** Quality Standards Manager

**Working pattern:** Permanent

**Hours:** 35

**Location:** Home-based

## Overall purpose of the role

A key role with responsibility for quality of the Ombudsman's casework, working with individuals and teams to achieve high quality casework decisions and managing any risk to the Ombudsman's reputation of poor decision making, including managing legal challenges to our decisions.

- Responsibility for internal service complaints, ensuring that these are investigated and responded to within timescale and role model the values and objectives of the service; working collaboratively with other teams is vital to success.
- Responsible for quality in the Dispute Resolution function, and the achievement of our strategic objectives in line with our values and KPIs.
- Lead for the implementation of the quality framework, including the design and implementation of systems for quality control and assurance and tracking of actions and improvement.
- Leading the development of innovative and creative learning for caseworkers embedding learning and improvements relating to quality, including planning regular casework forum meetings, maximising engagement and supporting wider learning and development.
- Lead for the annual review of the casework manual, ensuring that policies are reviewed and maintained.
- Ensuring the analysis of customer feedback, demonstrating we learn from outcomes, and sharing the findings with the Senior Leadership Team.

### Main Accountabilities

- Leading regular quality assurance exercises through risk-based sample selection across the full range of our casework, including activities to support delegated authority, peer review and mentoring. Planning, co-ordination and management of QA including selection, tracking actions and embedding outcomes across wider team, identifying reputational risk.
- Designing and delivering innovative casework training, inductions and forum sessions to colleagues to increase engagement and understanding of the quality standards and other quality matters, including planning, co-ordinating and management of project staff.
- Delivery of business plan activities and projects relating to quality, including collaboration with dispute resolution caseworkers and project management. i.e. jurisdiction, complaint definitions, key issues and use of evidence.
- Delivering on quality KPIs, tracking activities and ensuring reporting is in place to inform relevant stakeholders.
- Proactive engagement with caseworkers across the organisation to identify issues and develop approaches that will result in consistent high-quality decisions.
- Leading the internal service complaints function, collaborating with other teams to ensure internal service complaints are responded to accurately and within timescales.
- Reviewing and defending the Ombudsman's decision as appropriate when challenged via judicial review or other legal challenge. Liaising with solicitors and undertaking improvements as a result of legal challenge. Managing reputational risk from poor quality decision making and legal challenge.
- Leading the annual review of the casework manual and induction material to ensure all policies and procedures are up-to-date, reflect best practice and all new areas of complaint or other developments are included. Making recommendations for change, managing the implementation and dealing with the implications of any change.
- Providing quality guidance on cases, some of which will be difficult and complex, so we are able to defend those decisions despite criticism and challenge from affected parties. Lead on publication of the Ombudsman's decisions, managing the risk to reputation and dealing with any challenges.

### **Main Accountabilities**

- Lead the development and maintenance of tools and resources to support quality in our dispute resolution work, including knowledge banks, a casework library and contributing to assessments of casework management systems or equivalent.
- Working collaboratively with colleagues and being involved in mentoring and coaching where appropriate.
- Any other tasks as may be required in the role.

# Person Specification

## Qualifications

- Degree level or equivalent.

## Knowledge and Experience

### *Essential*

- Knowledge and experience of responding to judicial review or legal claims.
- Knowledge and experience of dispute resolution and complaint handling.
- Knowledge and delivery experience of quality assurance frameworks.
- Experience of developing policies, procedures and guidance documents for a range of stakeholder/levels.
- Experience of delivering against set targets and KPI's.
- Active listening skills.
- Speaking confidently, clearly and fluently avoiding jargon or criticism.

### *Desirable*

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

## Skills and Abilities

### *Essential*

- Research skills
- Proactive approach to learning and delivery
- Autonomous
- Organised – planning and prioritising skills
- Collaborative working
- Objective analysis
- Excellent report writing skills
- Ability to have effective conversations with a wide range of people including those with additional needs.
- Ability to deal with difficult situations in an effective manner
- Ability to analyse a large volume of complex information

### *Desirable*

- Customer care skills

## 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

