

Housing

Ombudsman Service



**Executive and Governance
Support 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 Executive and Governance Support 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 '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, 6th November 2022.

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

Short-list interviews: week commencing 21st 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: Executive and Governance Support Officer

Working pattern: Permanent

Hours: 35

Location: Hybrid working from home with occasional office attendance

Overall purpose of the role

Provide a comprehensive, proactive and timely governance support service to the Housing Ombudsman, Executive Team and Corporate and Information Governance Service.

The role involves management of diaries and email accounts, making travel arrangements, dealing with enquiries and making a wider contribution to the effective leadership and management of the Senior Leadership and Directorate Management Teams.

The role provides support to Audit and Risk Assurance Committee and Advisory Board members, and other governance meetings and members as required.

The role reports to the Governance Senior Officer and is part of the Corporate and Information Governance service.

Main Accountabilities

- Ensure that the Housing Ombudsman's programme is managed effectively, liaising regularly with other teams to obtain any papers in advance of meetings and responding to queries as appropriate, and commissioning and compiling information ahead of stakeholder meetings or speaking engagements.
- Respond quickly and efficiently to ad-hoc requests from the Housing Ombudsman, Chief Operating Officer and Directors.
- Managing correspondence from the public to the Ombudsman.
- Providing broader support to the Chief Operating Officer and Directors, commissioning and compiling information ahead of meetings or speaking engagements.
- Delivers against key internal corporate governance work, deadlines and meeting dates and plans work accordingly.
- Organising external meetings and attendance at conferences and events for the Housing Ombudsman, Chief Operating Officer and Directors, including travel and accommodation arrangements.
- Supporting the Audit and Risk Assurance Committee and Advisory Board administratively and ensure that logistics are in place for both individual members, for example travel and hotel bookings, and for meetings, for example papers are sent out on time, and rooms are booked with required equipment and refreshments.
- Support Directorate and Project Management meetings and chase agenda items.
- Works efficiently to produce minutes, notes / follow-up emails and deliver on tasks and actions arising from corporate governance meetings. Booking other meetings as required as well as meeting and greeting any external visitors when office attendance is required.
- Ensuring confidentiality, sensitivity and discretion in all aspects of the role.
- Any other reasonable duties, including project work as directed by the Governance Senior Officer or Head of Service.

Person Specification

Qualifications

- Either educated to a vocational level (e.g. BTEC, apprenticeship) with experience working within a busy office environment, or degree-level education with office experience

Knowledge and Experience

Essential

- Excellent customer service skills
- Experience of secretariat duties particularly minute taking, action logging and managing papers
- Experience of organising and co-ordinating at executive level
- Good organisational and project management skills
- Advanced knowledge and experience of Microsoft Office suite

Desirable

- Knowledge of the role of the Housing Ombudsman Service.

Skills and Abilities

Essential

- Able to plan, organise and prioritise high workload
- Confident and proficient in using IT systems
- Excellent communication skills and eye for detail and accuracy
- Present written and verbal information in a clear and concise manner
- Able to work in a confident manner with an organised and methodical approach
- Excellent team worker, with the ability to build relationships at all levels throughout HOS
- Resilient, determined and able to work under pressure
- Able to work under pressure to deadlines and use initiative
- Assertive, can do, makes things happen attitude
- Ability to be diplomatic and confidential.

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 £37,387.47 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

