

# Housing

Ombudsman Service



**Quality, Engagement & Development Administrator**  
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, Engagement & Development Administrator - 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 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: 23.59 on Wednesday, 30th November 2022.  
Assessment and Short-list interviews: from 12th December 2022.

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

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:

Stage 1 - create an account. This largely focuses on the information that you would include in your CV.

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, Engagement & Development Administrator

**Working pattern:** Permanent

**Hours:** 35

**Location:** Home-based.

## Overall purpose of the role

1. Responsible for supporting the Service Complaints Team, including the provision of an incoming and call back service, including taking calls from residents or landlord members raising a complaint about our service.
2. Providing general administrative support to the Quality Team to support the quality assurance function; and to the wider Quality, Engagement and Development Directorate as needed.

## Main Accountabilities

- Receive incoming calls from residents and/or landlord members in relation to service complaints.
- Undertake service complaint call back requests within service level agreements.
- Accurately record telephone conversations to reflect a resident's or landlord's service complaint to aid service complaint investigations.
- Complete requests for verbal updates of service complaint information to residents.

### **Main Accountabilities continued**

- Process and log information relating to service complaints.
- Assist with the management of the QED inboxes actioning any relevant items and supporting other colleagues to process as required.
- Assist with compiling the directorate performance reporting, including KPI reporting.
- Support QED with event organisation.

# Person Specification

## Qualifications

- Educated to a vocational level (e.g. BTEC, apprenticeship) or higher with experience working within a busy and fast-paced public sector or other customer facing environment.

## Knowledge and Experience

### *Essential*

- Experience of providing a telephony/call handling/taking service.
- Experience of providing admin functions such as notes/minute taking, preparing reports, responding to enquiries and diary management to a high standard.

### *Desirable*

- Experience of working within a complaints handling function.
- Experience of internal and external event management.
- Understanding of the role of the Housing Ombudsman Service.

## Skills and Abilities

### *Essential*

- Strong organisational skills.
- Excellent communication skills.
- Commitment to providing great customer service.
- Shows empathy and understanding.
- Good listening skills, with the ability to effectively summarise and play back key points following conversations.
- Able to prioritise effectively.
- Proficient with Microsoft Outlook, MS Teams, Word, Excel, PowerPoint.

## 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 £25,539.32 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

