

# Housing

Ombudsman Service



**Dispute Resolution  
Advisor**  
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 Resolution Advisor (Dispute Support)  
- 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 Sunday, 20th November 2022.

Assessment and Short-list interviews: from 5th 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:** Dispute Resolution Advisor (Dispute Support)

**Working pattern:** Permanent

**Hours:** 35

**Location:** Home-based.

## Overall purpose of the role

The Dispute Resolution Advisor role sits within the Dispute Support team, delivering a unique service focused 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 and to drive an open, fair and transparent complaint culture across member landlords.

Dispute Resolution Advisors are responsible for applying interventions where there is evidence that landlords may not be adhering to the Housing Ombudsman's Scheme. Utilising their skills, knowledge and experience of dispute resolution, they apply a range of actions to ensure that landlords take meaningful action that focuses on resolving customers' concern through the complaints process.

Additionally, Dispute Resolution Advisors are responsible for assessing cases to identify emerging trends, repeat points of complaint handling failure and issuing appropriate orders and recommendations.

Working to closely monitored targets and published performance indicators, Dispute Resolution Advisors are expected to work independently within the Ombudsman's policies and procedures, whilst continuing to contribute to team and departmental objectives and directives.

### Main Accountabilities

- Gather further relevant and accurate information from relevant parties to assist with dispute resolution by scoping complaints fairly and effectively.
- Liaise with Landlord/Designated Person/Complainant/ authorised representatives to resolve complaints within the landlord's internal complaints process.
- Provide advice, assistance on complaint handling to residents and landlords and make appropriate referrals / signpost where required.
- Decide on the appropriate next stage in the dispute resolution following review and consideration of individual cases.
- Articulate effective decisions, orders and recommendations and actions to help resolve individual issues and wider complaint handling by member landlords.
- Manage and prioritise a busy caseload independently and within published timescales and service level agreements to achieve organisational objectives.
- Communicate confidently, clearly and concisely with residents, their representatives and landlords, taking into account any adjustments or communication needs required.
- Build and maintain good working relationships with colleagues and service users to deliver the service required.
- Demonstrate courtesy and effectiveness in dealing with other people with the ability to ask questions, seek clarification and exchange information using tact and diplomacy.
- To carry out any other duties which fall within the scope and purpose of this role profile and which are commensurate with the grade of the post.

# Person Specification

## Qualifications

- Degree level or equivalent (desirable).

## Knowledge and Experience

### *Essential*

- Experience of independent caseload management within organisational policy.
- Experience of caseload assessment and review to make decisions and resolve cases.
- Experience of delivering against set targets and KPI's.
- Knowledge and understanding of record keeping and data quality protocol.
- Knowledge and experience of dispute resolution and complaint handling (particularly phone / online based).
- Track record demonstrating first-rate customer service and communication skills

### *Desirable*

- Experience of housing law.
- Knowledge of the role of an Ombudsman.
- Understanding of reasonable adjustments, implementing innovative solutions to customers' needs to allow access to services.



### Skills and Abilities

#### *Essential*

- Customer care and service skills.
- Excellent communication skills - written and verbal to meet the needs of the audience.
- Proactive problem solving utilising qualitative and quantitative information.
- Organised – planning and prioritising skills in a fast-paced environment.
- Inquisitorial and evidence-based approach to understanding complaint and disputes.
- Positive approach to working collaboratively with other teams, departments and external stakeholders.
- Ability to deal with difficult situations in a calm, professional and effective manner.

#### *Desirable*

- Research, analysis and review skills.
- Inquisitorial and evidence-based approach to understanding complaint and disputes.

### 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

