

# Housing

Ombudsman Service



**Dispute Resolution  
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 Dispute Resolution Dispute Resolution Support Officer - 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 and 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, 11th December 2022.

**Please note:** Following unprecedented levels of interest in our vacancies, we reserve the right to close the role early. We intend on closing this role if / when we receive 140 applications.

**Assessment:** short-listed applicants will be asked to complete a 1 hour assessment (completed via email) at at 2 pm on Thursday 15th December.

**Short-list interviews:** 19th, 20th and 21st December (interviews will take place via MS Teams).

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 Support Officer

**Working pattern:** Permanent

**Hours:** 35

**Location:** Home-based.

## Overall purpose of the role

Dispute Resolution Support Officers support the Dispute Support and Resolutions teams through the life of a case, including prioritising and responding to enquiries, distributing cases, chasing information from landlords, managing incoming documentation, and preparing case files.

Ensure compliance with all corporate requirements.

## Main Accountabilities

- Identifying and responding to queries from Landlords or Complainant/ Representatives in line with HOS service level agreements.
- Communicate with Landlords and Complainants/Representatives using the key HOS communication channels; email, letter and telephone as required.
- Distributing cases and correspondence to relevant caseworkers and updating landlords or complainant / representatives as required.
- Ensure accurate document management (hard copy and electronic)
- Update the case work management system with complete and quality information.

### **Main Accountabilities cont...**

- Prepare files and document received as part of case investigation.
- Effective management of team and departmental email inboxes.
- Sector Engagement administration support.
- Work independently scheduling own work to meet business requirements.
- 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

- NVQ Level 3 or equivalent

## Knowledge and Experience

### *Essential*

- Experience of delivering results and managing conflicting demands, sometimes to challenging timeframes, using your initiative to deliver on time.
- Experience of communicating effectively with internal and external stakeholders, both verbally and in writing.
- Good understanding and successful application of strong IT skills, particularly the Microsoft Office Suite (Word, Excel, PowerPoint).
- Experience of working effectively and flexibly as part of a diverse team, and where appropriate without close supervision
- Experience of working in a customer services environment including virtual, office and hybrid working.

### *Desirable*

- Experience of using a case management system.
- Experience of working within a busy office environment.
- Knowledge of Housing or Complaints.
- An understanding of GDPR.

## Skills and Abilities

### *Essential*

- Ability to work under pressure, handle a varied workload and keep to tight deadlines.
- Good organisational ability and accuracy / attention to detail.

## 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 £29,910.59 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

