

# Housing

Ombudsman Service



**Service Complaints Investigator**  
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 Service Complaints Investigator - 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 15th January 2023.

**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 200 applications - or on the closing date at 23.59 - whichever occurs sooner.

**Assessment:** short-listed applicants will be asked to complete an assessment exercise (completed via email) which will take up to two hours to complete. You will need to complete the assessment on the afternoon of either 24th or 25th January.

**Short-list interviews:** those successful at assessment will be asked to 'attend' an interview (via MS Teams - so a remote short-list interview) on either the 31st January or 1st February. You may be asked to further expand on your assessment answers during the interview.

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:** Service Complaints Investigator

**Working pattern:** Permanent

**Hours:** 35

**Location:** Home-based.

## Overall purpose of the role

The Service Complaints Investigator plays a key part in the Ombudsman's internal complaints process and Quality Team activities.

In this role you will investigate complaints about the Ombudsman's service efficiently, effectively and fairly. You will decide on appropriate remedies and ensure those remedies are properly delivered.

You will need strong interpersonal skills and be able to maintain good working relationships across the organisation, as you will be required to sensitively communicate the outcome of service complaints to your colleagues.

You will also actively consider what organisational learning and improvements can be identified from the service complaints you investigate and support the Quality Manager's learning review activities in that regard.

You will work in line with our quality standards, policy jurisdiction, guidance and dispute resolution principles. Compliance with all corporate requirements.

### Main Accountabilities

- Investigate Stage 1 service complaints in a timely and fair manner, and in accordance with the Ombudsman's complaints policy.
- Articulate Stage 1 complaint responses within a letter, clearly, coherently, and concisely.
- Formulate appropriate and proportionate remedies for identified service failings and ensure these are actioned promptly.
- Record, report and develop management information on service complaints received and outcomes. This will include identifying themes and trends and reporting to the Quality Manager to feed into the regular service complaint learning review report.
- Communicate the service complaint outcome to the relevant Team Manager.
- Support the Quality Team as required by the Quality Manager.
- Bi-annually select case samples for the Independent Reviewer of Service Complaints and provide support throughout the reporting process.
- Accurate and timely recording of service complaint cases on the casework management system, to include the ongoing administration of service complaint cases.
- Effective management of the Complaints Inbox.
- Work collaboratively with colleagues and be involved in mentoring and coaching where appropriate.
- Deal with relevant Freedom of Information and Data Protection Act requests.
- Support the Quality Manager where legal claims are made against the Service.

# Person Specification

## Qualifications

- Degree level or equivalent (desirable)

## Knowledge and Experience

### *Essential*

- Knowledge and experience of dispute resolution and complaint handling.
- Experience of delivering against set targets and KPI's.
- Active listening skills.
- Speaking confidently, clearly and fluently avoiding jargon or criticism.
- Experience of working in, or an understanding of, internal quality standards/internal complaints procedures.

### *Desirable*

- Knowledge of the role of an Ombudsman.



## Skills and Abilities

### *Essential*

- Research skills
- Customer care skills
- Proactive
- Autonomous
- Organised – planning and prioritising skills
- Collaborative working
- Pro-actively seeks to learn
- Objective analysis
- Excellent report writing skills
- Data analysis
- 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

## 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 £41,375.76 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

