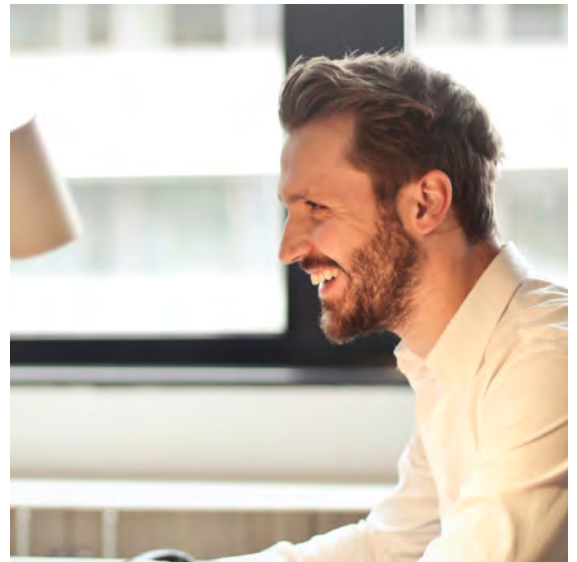


# Housing

Ombudsman Service



**Director of Dispute  
Support and Resolution**  
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 Director of Dispute Support and Resolution  
- 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 2021-22

We hope that you decide to apply to this key role within our organisation.

Candidates who are short-listed will be asked to complete an online personality questionnaire and ability test in advance of their short-list interview with the Housing Ombudsman Service.

It is likely that these interviews will be conducted remotely (via MS Teams).

### Indicative Timetable

Closing date for receipt of applications: 23.59 on Sunday, 12th March 2023.

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

Short-list interviews: 13th, 14th or 19th April 2023.

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, the 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

<b>Position:</b>	Director of Dispute Support and Resolution
<b>Working pattern:</b>	Permanent
<b>Hours:</b>	35
<b>Location:</b>	Home-based or hybrid
<b>Accountable to:</b>	Chief Operating Officer
<b>Responsible for:</b>	Heads of Dispute Support; Heads of Dispute Resolution; Reviews Manager
<b>Working relationships:</b>	Ombudsman, Chief Operating Officer, Director of Quality, Engagement and Development, Director of Finance and Corporate Services, Heads of Service and Managers and external stakeholders including: Advisory Board, Audit and Risk Assurance Committee, Department for Levelling Up, Housing and Communities, member landlords, national tenant organisations and national housing organisations.

## Overall purpose of the role

Accountable for the performance and delivery of the Dispute Support and Resolution Directorate, the Director will lead our operational teams and partners to deliver our strategic objectives and associated strategic programmes. They will ensure appropriate governance, internal control and risk management processes are in place across the directorate and compliance with all corporate requirements so that casework is timely, high quality, impactful and delivers excellent customer service. The Director is also expected to build and maintain relationships with a range of stakeholders and share insights internally to inform our learning work.

### Main Accountabilities

- Lead the Directorate to deliver high quality, timely and impactful casework that is consistent and provides excellent customer service.
- Ensure compliance with all statutory and other requirements.
- Ensure strong governance within the Directorate through effective embedding of policies and guidance, appropriate levels of quality control, use of exception and performance reports, risk management and assurance mapping.
- Support the development of the three-year corporate plan, annual business plan, budget and KPIs based on forecast performance expectations.
- Lead the delivery of strategic programmes and commitments in the plans.
- Liaise with landlords to improve their complaint handling and housing services, including compliance with the Complaint Handling Code. Ensure we are effectively using Complaint Handling Failure Orders and other tools to enable us to identify landlords in need of support
- Brief and liaise with professional and legal advisors in highly technical or legally complex cases.
- Provide advice, support and guidance on sensitive and complex investigations as required to caseworkers, the management team and to the Ombudsman.
- Ensure that all relevant recommendations from quality assurance, internal audit, the Independent Reviewer of Service complaints and other sources are tracked and delivered to the agreed timescales.
- Help to embed learning as part of our culture, including through caseworker forums and subject matter experts. Input into the development and review of caseworker learning programmes.
- Ensure our values and behaviours are embedded with all colleagues in the Directorate.
- Collaborate with colleagues to improve accessibility to, and awareness of, the Housing Ombudsman Service.

### **Main Accountabilities continued**

- Support the development of our 'Centre for Learning'.
- Oversee the procurement and delivery of services provided by partners and external colleagues.
- Support all changes and effectively manage these across the Directorate.
- Attend the Advisory Board and Audit and Risk Assurance Committee as required.

# Person Specification

## Qualifications

- Degree level or equivalent through relevant training/experience.

## Knowledge and Experience

### *Essential*

- Demonstrably successful leadership experience and strong management skills.
- Proven track record in the formulation and delivery of strategic outcomes.
- Knowledge or understanding of the role of an Ombudsman function, housing law and policy, and effective decision making.
- Evidence of managing a large casework operation to high quality standards, delivering efficiency, impact and high levels of customer service.
- Experience of leading and managing change to improve performance and outcomes.



## Skills and Abilities

### *Essential*

- Critical thinking
- Systemic thinking
- Emotional intelligence
- Communication and influencing skills
- Collaboration, partnership working and team working
- Finance, risk, human and other resource management

## Additional Requirements

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 £85,595.37 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 27 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 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.



*"I joined the service because I relish the opportunity to make a difference every day"*

Richard Blakeway  
The Housing Ombudsman

