

# Housing

Ombudsman Service



**Dispute Resolution  
Manager**  
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 Manager - 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 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 Tuesday 21st March 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.

**Short-list Interview & Assessment:** short-listed applicants will be asked to complete an assessment exercise and an interview (via MS Teams) on the same day - likely to be between 17th and 28th April.

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 Manager (Investigators/Adjudicators/Reviews)

**Working pattern:** Permanent

**Hours:** 35

**Location:** Home-based.

## Overall purpose of the role

The Dispute Resolution Manager (Investigators/Adjudicators/Reviews) role sits within the Dispute Resolution function which is responsible for conducting fair, impartial and independent investigations into complaints brought to the Ombudsman by residents.

The Manager is accountable for the performance and delivery of a team of Investigators and/or Adjudicators and the investigation process as part of the wider department. The Manager is responsible for the management of and continuous development of people, processes, systems and governance within the Investigation process.

The Manager must ensure that all cases are investigated or reviewed fairly and impartially, using an evidence-based approach. They must ensure that the team are working efficiently and effectively and in accordance with agreed performance targets, service standards and quality standards.

The Manager will also be responsible for carrying out investigations or reviews and will issue the report with the Ombudsman's decision to the parties involved.

The Manager will contribute to wider organisational effectiveness and a commitment to on-going personal professional development for self and the team.

### Main Accountabilities

- Manage the operational performance of a team to ensure delivery of dispute resolution activity to a high standard.
- Allocate casework appropriately and monitor completion of work in line with team and individual targets to contribute to the Ombudsman's corporate objectives.
- Undertake investigations ensuring that all cases are dealt with fairly and impartially.
- Monitor, maintain and enhance processes and resources to continually improve the approaches taken to case handling.
- Quality control work to ensure this meets quality and service standards and participate in quality assurance exercises.
- Ensure compliance with legal, regulatory and statutory obligations.
- Apply business intelligence to inform systems improvement and contribute to strategic and business planning.
- Ensure excellent service delivery by effectively utilising the organisation's strategy, priorities and workplans to manage and improve individual and team work
- Participate in recruitment, selecting, and training new Investigators and Adjudicators.
- Monitor, maintain and manage any outsourced suppliers (as necessary).
- Inspire, promote engagement, motivation and empower people to perform to the best of their ability and achieve stretching personal and team targets.
- Enable, embed and enact learning to improve the system (dispute resolution and organisational) and achieve strategic organisational goals and objectives.
- Take, apply and disseminate knowledge and insights gained (within dispute resolution, organisation and social housing sector).
- Ensure effective stakeholder management both internally and externally.
- Capture and use information and data clearly, concisely, accurately and in ways that promote understanding internally and externally.
- Undertake appropriate and proportionate risk management.

# Person Specification

## Qualifications

- Degree level or demonstrable CPD relevant to the sector and role.

## Knowledge and Experience

### *Essential*

- Expert knowledge of housing law and an in-depth understanding of the role of an Ombudsman.
- Knowledge and experience of dispute resolution and complaint handling.
- Experience of managing a team to ensure consistent delivery against set targets and KPI's.
- Knowledge of coaching, mentoring and staff development.
- Experience of managing change – transactional and transformational.
- Knowledge and experience of performance management and improvement of individual and teams.

### *Desirable*

- Experience of developing and implementing quality control and assessment.



## Skills and Abilities

### *Essential*

- People management and leadership
- Decision making and judgement
- Able to speak confidently, clearly and fluently avoiding jargon or criticism
- Emotional intelligence (Interpersonal Skills)
- Communication with, and influence of internal and external stakeholders at appropriate levels
- Collaboration, partnership and team working
- Critical Thinking
- Finance, human and other resource management
- Excellent Customer care skills
- Risk management

### *Desirable*

- Reputation Management

## 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 £56,031.18 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 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

