

# Housing

Ombudsman Service



**Learning & Development  
Business Partner**  
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 Learning & Development Business Partner - 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 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 26th 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 120 applications - or on the closing date at 23.59 - whichever occurs sooner.

**Short-list interviews:** week commencing 17th April (via 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

<b>Position:</b>	Learning & Development Business Partner
<b>Working pattern:</b>	Permanent
<b>Hours:</b>	35
<b>Location:</b>	Home-based with occasional cross-country travel expected

## Overall purpose of the role

As a Learning & Development Business Partner, you will be part of a small generalist People team that provides an efficient and client focused service.

You will focus on understanding the business challenges and how learning and development can support the overall strategy.

You will support the People, Learning & Development Manager with continuous development and delivery of the L&D Strategy including L&D systems, policy, processes and procedures.

You will provide comprehensive and effective L&D best practice advice to all colleagues and take the lead on the day to day facilitation of the L&D programme.

### Main Accountabilities

- Support the delivery of the Learning & Development (L&D) Strategy through a continuous programme of work.
- Work with the People, Learning and Development Manager to design, develop and promote learning and development solutions.
- Assist the People, Learning and Development Manager with the delivery of training on a range of topics.
- Build on our blended learning approach and use digital technology to promote a culture of continuous development for our workforce.
- Lead on a skills audit, identifying the skills available and the skills needed for the future.
- Develop and maintain relationships with internal stakeholders to understand organisational needs acting as the first point of contact for L&D support.
- Advise, guide and coach managers in development planning and development issues.
- Using organisational intelligence and your experience, promote self-development and enhance the future training offer to our staff.
- Maintain and develop relationships with external training providers as required to deliver the L&D programme.
- Monitor, measure the impact, and report on L&D plans and achievements to ensure continuous improvement, promoting and sharing best practices and organisational learning.
- Promote the L&D programme and provide information and guidance to staff through regular contributions to the intranet (Hoogle) L&D microsite and Yammer platform.
- Support the implementation project and BAU delivery of the LMS system, producing monthly and ad hoc reports to support L&D, performance management, business partnering and maintenance of personnel records.

### Main Accountabilities continued...

- Support the design and implementation of an apprenticeship programme to ensure that high quality candidates are being attracted to the role.
- Provide end to end Apprenticeship life cycle support including recruitment, and development on a day to day basis through a business partnering approach with line managers and apprentices.
- Communicate and promote HOS vision, values and behaviours.
- Recognise the changing demands on the staff and competing priorities to ensure deadlines and targets are met and the L&D programme is delivered successfully whilst communicating any changes effectively to all staff.



# Person Specification

## Qualifications

- Professional qualification or equivalent means of demonstrating ability in L&D.
- Level 5 Certificate in Effective Coaching and Mentoring or equivalent (ideally).

## Knowledge and Experience

### *Essential*

- Experience of supporting the delivery of a strategic approach to a learning and development function that reflects the needs of the organisation.
- Experience of reporting from learning management systems and LMS implementation.
- Knowledge and experience in supporting the delivery of a learning and development strategy including technology solutions and blended learning approaches.
- Experience in researching, designing, and delivering training/learning and development programmes.

### *Desirable*

- Experience of creating L&D plans, devising and undertaking training as required.
- Experience in supporting cultural change programmes that have added significant value to the organisation.
- Experience managing L&D projects through to conclusion.
- Knowledge of design, delivery and implementation of apprenticeship programmes.
- Experience in design, delivery, implementation and running of organisational talent management and succession programmes.

## Skills and Abilities

### *Essential*

- Excellent administration skills
- Attention to detail
- Ability to use own initiative to problem solve and work under pressure
- Excellent interpersonal skills with the ability to communicate effectively to all levels of the organisation
- Understanding of, and ability to maintain, confidentiality at all times
- Excellent team player & ability to work autonomously
- Ability to prioritise and organise a large volume of work with frequently changing priorities and work systematically towards tight deadlines
- Responds positively to change and demonstrates a “can-do” approach.

## 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

