

Housing

Ombudsman Service



Sector Learning & Development Lead
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 Sector Learning & Development Lead
- job profile and person specification
- Benefits

Our website 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 a panel interview with the Housing Ombudsman Service. This interview will include a presentation.

It is likely that this interview will be conducted remotely (via MS Teams).

Indicative Timetable

Closing date for receipt of applications: 23.59 on Sunday, 16th July 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 immediately if / when we receive 150 applications. We therefore strongly recommend that you apply as soon as possible.

Short-list interviews: Afternoons on 26th, 27th or 28th July 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:

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 that demonstrates that you possess the required knowledge and experience as outlined in the person specification.

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.

Job Description

Position: Sector Learning & Development Lead

Working pattern: Permanent

Hours: 35

Location: Home-based.

Overall purpose of the role

Contribute to the delivery of a coherent, impactful and professional sector learning offer.

Oversee the successful adoption and implementation of a learning system / portal for external stakeholders to deliver our new Centre for Learning to drive positive complaint handling across the sector.

Support the delivery and future enhancement of the sector learning and development offer to stakeholders, including reporting on successes and sector engagement outcomes.

Main Accountabilities

- Lead on managing a wide range of high quality learning tools for the Centre for Learning ensuring appropriate style, tone and creative approach.
- Actively contribute to the planning, design and delivery of the Centre for Learning.
- Work collaboratively with colleagues to identify customer needs, share ideas and promote the Centre for Learning.
- Work collaboratively with key external stakeholders to identify needs, develop and evolve learning content
- Design and deliver digital media tools (including podcasts, webinars etc) for dissemination through the Centre for Learning and other channels deemed appropriate.
- Host and deliver learning programmes online and in person as appropriate.
- Actively participate, develop and deliver relevant internal learning to colleagues.
- Test new digital learning tools to meet customer and Ombudsman Service needs.
- Gather and evaluate customer feedback to measure success and impact of the Centre for Learning.
- Represent the Ombudsman with confidence at external events – building the reputation of the Service.

Person Specification

Qualifications

- Relevant degree level or equivalent or evidenced experience

Knowledge and Experience

Essential

- Experience in creating, designing and delivering a range of high quality, and engaging learning tools.
- Experience of writing and developing training.
- Confident and proficient in using IT and software tools for digital learning.
- Experience in identifying customers learning needs at every level.
- Experience of evaluating the success and impact of learning tools.
- Able to work independently in a confident manner with an organised and methodical approach.

Desirable

- Experience of working in a complaint handling environment.
- Understanding of the role of the Ombudsman.
- Knowledge of housing law and policy.

Skills and Abilities

Essential

- Strong written skills to meet a wide range of customers.
- Strong IT skills for digital learning including MS Office applications
- Strong and engaging presentation skills
- Attention to detail
- Flexible, systematic approach to work
- Collaborative working
- Creative approach
- Negotiation and influencing skills

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 £47,619.31 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 and flexi-time scheme.
- 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 – 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 (coming soon), contribution towards eye-tests and glasses.
- 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

