

# Housing

Ombudsman Service



**Audit & Risk Assurance  
Committee Member**  
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 Advisory Board and Audit & Risk Assurance Committee Member - background, role specification and further information.

Our website [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk) has details about what we do and how we do it.

Given the context of this role, in addition to the description of the role of an Audit & Risk Assurance Committee member, the following corporate publications may be of interest and can be found under the Corporate Information menu, under Publications on our website:

- Business Plan 2023-24
- Corporate Plan 2022-25
- Annual Report and Accounts 2021-22

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

All applicants are required to provide their employment history and supporting statement (of no more than 1,000 words) detailing how they meet the role specification, illustrated with supporting examples.

Applications should be submitted via our careers website [www.housing-ombudsman-careers.org.uk](http://www.housing-ombudsman-careers.org.uk)

Short-listed candidates will be asked to attend a panel interview with the Housing Ombudsman Service.

### **Indicative Timetable**

Closing date for receipt of applications: 23.59 on Sunday 10th September.

Short-list interviews: Interviews will be held in person in London on Thursday 12th October.

### **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, your application 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).

### **Conflicts of Interest**

Please note that whilst we welcome applications from individuals who hold non-executive remits with organisations that are members of the Housing Ombudsman scheme, we are unable to consider applications from executives or employees of member housing providers.

# Role Specification

**Position:** Advisory Board and Audit & Risk Assurance Committee Member

**Appointing Body:** The Housing Ombudsman

**Vacancies:** Two

**Location:** London – in person attendance wherever possible

## Background

The role of the Housing Ombudsman is to:

- resolve disputes involving members of the Scheme, including making awards of compensation or other remedies when appropriate, as well as to
- support effective landlord-tenant dispute resolution by others.

The service is independent and impartial.

Membership of the Scheme is compulsory for social landlords (primarily housing associations who are or have been registered with the social housing regulator) and local authority landlords. Additionally, some private landlords are voluntary members.

The Housing Ombudsman is constituted as a corporation sole and so does not have a formal Board or separate Chair. It is a Non-Departmental Public Body, sponsored by the Department for Levelling Up, Housing and Communities (DLUHC).

### Role Specification

The Advisory Board is a non-statutory forum whose main role is to provide support and advice to THO. The Advisory Board brings an external perspective to assist THO in leadership, good governance, and the development of the organisation.

The members of the Advisory Board have an advisory function only and have no executive functions or decision-making remit. The Advisory Board provides specific advice and support to THO on the development and implementation of:

- vision, values, and objectives;
- strategic direction and business planning;
- public accountability for the subscriptions received.

The Advisory Board is made up of The Ombudsman and Chief Operating Officer; two members of the Audit and Risk Assurance Committee (ARAC); and four external members providing specialist skills, knowledge and experience.

The Advisory Board is currently considering the creation of two additional sub-groups focusing on 'Quality' and 'People & Culture'. The successful candidate(s) will be members of both the Advisory Board and Audit and Risk Assurance Committee, with potential for membership invitations to the new sub-groups.

The role of the Audit and Risk Assurance Committee (ARAC) is to provide non-executive support to the Ombudsman in their role as Accounting Officer by reviewing the comprehensiveness and reliability of assurances on governance, risk management, the control environment and the integrity of the Annual Report and Accounts.

The candidate will have experience of Audit and Risk Assurance Committees and, ideally, the requirements on Non-Departmental Public Bodies (NDPBs). We are specifically looking for candidates possessing recent experience in one or both of the following areas for these roles:

- financial experience
- expertise in IT, in particular Cyber Security

Other useful experience would be in the area of workforce expansion, cultural change and development. Ideally, they will also possess experience and/or knowledge of the social housing sector. The successful candidate will also be expected to develop an understanding of the Housing Ombudsman's role and framework of authorities.



# Further information

## **Time Requirements**

Advisory Board meets at least four times a year. The ARAC meets at least four times per year.

The candidate will be expected to read papers and contribute on specific topics outside of formal meetings.

## **Remuneration**

Remuneration for membership of the Advisory Board is £1,750 per annum. Remuneration for membership of the Audit and Risk Assurance Committee is £1,750 per annum.

HOS will reimburse travel and subsistence costs in line with its travel and subsistence policy.

## **Additional Information**

Appointments to both the Board and ARAC are for a period of three years with the possibility of extension for a further three years.

## **Ministerial appointment**

Ministerial approval will be sought prior to appointment by the Housing Ombudsman.

### **Equality and Diversity**

All employees must uphold the standards set out in the organisation's Equality and Diversity Policy in respect of promoting equality of opportunity, diversity and inclusion.

### **Health and Safety**

All employees are required to ensure their own actions reduce risks to health and safety for themselves and colleagues and that health and safety requirements are met in areas of responsibility as set out in the organisation's Health & Safety Manual.

### **IT**

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.***



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

Richard Blakeway  
The Housing Ombudsman

