

# Housing

Ombudsman Service



**Executive and Governance  
Support Officer**  
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 Executive and Governance Support Officer - 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 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 'attend' a short-list interview with the Housing Ombudsman Service - it is likely that this interview will be conducted remotely (via MS Teams). There will be a skills assessment exercise as part of the short-list assessment – this will be held on the same day as your interview.

### Indicative Timetable

Closing date for receipt of applications: 23.59 on Monday 7th August 2023.

**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: Friday 1st September.

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, 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:** Executive and Governance Support Officer

**Working pattern:** Permanent

**Hours:** 35

**Location:** Hybrid working from home with occasional office attendance

## Overall purpose

The Executive and Governance Support Officer roles form part of the Governance & Assurance team, which is part of the Corporate & Information Governance service and the Finance & Corporate Services directorate. The roles support both the Corporate Leadership Team (Executive) which consists of the Housing Ombudsman (HO), Chief Operating Officer (COO) and Directors, with primary PA support to the HO and COO only.

There are two full time officers assigned to these roles. Officers appointed to this job description will be expected to deliver across the full range of role responsibilities, as required and directed by their work supervisor/line manager, but priority 'business as usual' responsibilities will be split between officers, as follows:

## Executive Support Officer:

- Provide a comprehensive, proactive and timely executive support service to the Housing Ombudsman, Executive Team and Corporate and Information Governance Service.
- Management of assigned diaries and email accounts

### Main Accountabilities

- Ensure that the Housing Ombudsman's programme is managed effectively, liaising regularly with other teams to obtain any papers in advance of meetings and responding to queries as appropriate, and commissioning and compiling information ahead of stakeholder meetings or speaking engagements
- Respond quickly and efficiently to ad-hoc requests from the Housing Ombudsman, Chief Operating Officer and Directors
- Managing correspondence from the public to the Ombudsman
- Providing broader support to the Chief Operating Officer and Directors, commissioning and compiling information ahead of meetings or speaking engagements
- Organising external meetings and attendance at conferences and events for the Housing Ombudsman, Chief Operating Officer and Directors, including travel and accommodation arrangements
- Ensuring confidentiality, sensitivity and discretion in all aspects of the role
- Any other reasonable duties, including project work as directed by the Governance Senior Officer or Head of Service.

### Governance Support Officer:

- Provide a comprehensive, proactive and timely governance support service to the Housing Ombudsman, Executive Team and Corporate and Information Governance Service.
- Management of assigned diaries and email accounts
- Respond quickly and efficiently to ad-hoc requests from the Housing Ombudsman, Chief Operating Officer and Directors
- Delivers against key internal corporate governance work, deadlines and meeting dates and plans work accordingly
- Supporting the Audit and Risk Assurance Committee and Advisory Board administratively and ensure that logistics are in place for both individual members, for example travel and hotel bookings, and for meetings, for example papers are sent out on time, and rooms are booked with required equipment and refreshments
- Support Directorate and Project Management meetings and chase agenda items

### Main Accountabilities

- Support Directorate and Project Management meetings and chase agenda items
- Works efficiently to produce minutes, notes / follow-up emails and deliver on tasks and actions arising from corporate governance meetings. Booking other meetings as required as well as meeting and greeting any external visitors when office attendance is required
- Ensuring confidentiality, sensitivity and discretion in all aspects of the role
- Any other reasonable duties, including project work as directed by the Governance Senior Officer or Head of Service.

For this recruitment, the priority 'business as usual' responsibilities will be those detailed under the **Executive Support Officer** heading, though officers will be expected to deliver across the full range of role responsibilities.

# Person Specification

## Qualifications

- Either educated to a vocational level (e.g. BTEC, apprenticeship) with experience working within a busy office environment, or degree-level education with office experience

## Knowledge and Experience

### *Essential*

- Excellent customer service skills
- Experience of secretariat duties particularly minute taking, action logging and managing papers
- Experience of organising and co-ordinating at executive level
- Good organisational and project management skills
- Advanced knowledge and experience of Microsoft Office suite

### *Desirable*

- Knowledge of the role of the Housing Ombudsman Service.

## Skills and Abilities

### *Essential*

- Able to plan, organise and prioritise high workload
- Confident and proficient in using IT systems
- Excellent communication skills and eye for detail and accuracy
- Present written and verbal information in a clear and concise manner
- Able to work in a confident manner with an organised and methodical approach
- Excellent team worker, with the ability to build relationships at all levels throughout HOS
- Resilient, determined and able to work under pressure
- Able to work under pressure to deadlines and use initiative
- Assertive, can do, makes things happen attitude
- Ability to be diplomatic and confidential.

## 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 £37,387.47 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

