

# Housing

Ombudsman Service



**People 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 People 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 carry out a panel interview with the Housing Ombudsman Service.

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

### Indicative Timetable

Closing date for receipt of applications: 23.59 on Wednesday, 4th October 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:** week commencing 23rd October 2023 (likely to be 23rd or 24th).

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, the 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>	People Officer
<b>Working pattern:</b>	Permanent
<b>Hours:</b>	Full time (35 hours)
<b>Location:</b>	Home-based - with occasional office attendance

## Overall purpose of the role

The People Officer will play a vital role in ensuring continued provision of a comprehensive support service for the People Team to ensure a high-quality service is delivered to the business.

You will take ownership for ensuring all administration within the People Team is processed effectively, and details processed accurately. A customer service led approach both internally and externally is essential. Effective and timely processing of employment life cycle procedures will include involvement with and support on onboarding new starters, employment life cycle changes, learning and development administration, employee relations as well as other People functions.

The ability to use your own initiative and to constantly prioritise your own workload will be needed. This is an exciting and diverse role in a fast-paced environment suitable for an experienced, committed and reliable administrator with a can-do attitude.

### Main Accountabilities

- Providing a full first line support service to the People team, across the employment lifecycle including onboarding, probation reviews, absence management, training, induction, leavers etc.
- 
- Relationship building with internal Line Managers, employees as well as the wider People and L&D team.
- Maintaining and updating People systems and databases lead.
- Management of the People email inbox ensuring that queries are dealt with quickly and effectively and passed to the appropriate People member where required and effective electronic filing of emails is maintained.
- Monitor, maintain and report on onboarding trackers creating a real-time view of all onboarding employees and agency workers including outstanding documentation required for employment and payroll processing.
- Carrying out pre-employment checks such as obtaining reference, DBS clearance and Right to Work in the UK documentation.
- Being a first point of contact for employees and line managers, advising on current People policy and procedures escalating to People Business Partner and People, Learning & Development Manager for complex queries.
- Producing employment documentation such as appointment letters, contracts of employment and changes to terms and conditions of employment.
- Ensuring that People filing systems are maintained and documentation is archived in line with statutory retention guidelines.
- 
- Support the BAU delivery of the People management system including producing monthly and ad hoc reports to support L&D, absence management, performance management, workforce planning and maintenance of personal records.
- Assisting the People team on the delivery of wider People projects.

# Person Specification

## Qualifications

- CIPD Level 3 or willingness to study

## Knowledge and Experience

### *Essential*

- Previous HR / People experience in a fast-paced environment
- Knowledge of HR compliance processes

### *Desirable*

- Experience of working in the public sector or in a not for profit organisation.

---

## Skills and Abilities

- 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

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 £ 31,790.57 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

