

Housing

Ombudsman Service



Insight & Systemic 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 Insight & Systemic Officer - 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 prepare a briefing note and to carry out a panel interview with the Housing Ombudsman Service. It is likely that the interview will be conducted remotely (via MS Teams).

Indicative Timetable

Closing date for receipt of applications: 23.59 on Sunday, 3rd December 2023.

Short-list interviews: Thursday, 14th December 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.

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.

Job Description

Position:	Insight & Systemic Officer (x 2)
Working pattern:	Permanent
Hours:	35
Location:	Home-based with occasional office attendance

Overall purpose of the role

The Insight & Systemic Officer will work closely with colleagues in the Insight & Development function and across the organisation, conducting analysis to generate insight that drives our systemic framework and supporting the subsequent systemic framework activities to deliver products that drive improvement in the social housing sector. Your role will also assist with the drafting of publications such as our highly regarded Spotlight and Insight reports.

The Insight and Development function holds landlords to account for their complaints handling performance through the analysis of statistics and investigation of reported service provision issues; identifying and prioritising intelligence. Post holders will have the opportunity to work collaboratively on landlord interventions, including designing the methodology for and participating in national, regional and individual inspections.

Main Accountabilities

- Conduct analysis of multiple datasets and intelligence sources to provide briefings on themes and/or individual landlords. This will include running reports from our casework database, interacting with and manipulating existing PowerBI reports, as well as commissioning data requests and reports from our Performance team.
- Support the delivery of thematic and systemic research investigations. This can include internal and external project work, landlord visits, professional discussions with stakeholders, and assisting our Sector Learning and Development team to develop Centre for Learning content.
- Support the Communications team to identify themes and trends and draft case studies for Insight reports.
- Close working with the Public Affairs and Parliamentary Officer to support their work and use their insight to inform the team's work.
- Administer the team inboxes to ensure a smooth team response to internal and external communication. As appropriate responding on behalf of the Insight and Development function, escalating where appropriate, or drafting responses for management.
- Develop and maintain the systemic framework and supporting manuals and procedures to capture standard processes and document new ones.

Person Specification

Qualifications

- A-level or equivalent professional qualification.

Knowledge and Experience

Essential

- Knowledge and experience of quantitative and qualitative research methods.
- Experience of building strong working relationships.
- Understanding of the role of the Ombudsman.

Desirable

- Experience of participating in and delivering research investigations.
- Knowledge and experience of complaint handling and resolution.

Skills and Abilities

Essential

- Excellent written and verbal communication skills, ability to use simple language.
- Research skills.
- Ability to work alone and collaboratively.
- Strong analytical skills.
- Strong Excel skills.
- Ability to deal with difficult conversations and situations.
- Ability to analyse a large volume of complex information.
- Ability to establish effective working relationships with colleagues and external agencies.

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 £43,771.67 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

