

Housing

Ombudsman Service



Insight & Systemic Manager
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 Manager
 - 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 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.

Candidates who are short-listed may be asked to complete an online personality questionnaire and ability exercise. They 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).

Indicative Timetable

Closing date for receipt of applications: 23.59 on Tuesday 19th 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.

Short-list interviews: week commencing 15th January 2024.

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.

Job Description

Position:	Insight & Systemic Manager
Working pattern:	Permanent
Hours:	35
Location:	Home-based with occasional travel to London and Manchester

Overall purpose

The Housing Ombudsman Scheme enables further investigation into systemic issues that apply wider than a single complaint. Reporting to the Head of Insight & Development, the Insight & Systemic Manager will be responsible for delivering this area of work, which includes Spotlight reports and special investigations into individual landlords conducted by their team.

The postholder will provide direction and leadership for systemic investigation into the wider and deeper issues driving complaints to provide recommendations to improve the sector, including the issuing of Good Practice and wider orders. They will also be responsible for coordinating the content for Insight reports and other external publications highlighting the work of the Ombudsman, including the content for our Centre for Learning programme of externally facing events.

The role may include delivery of external presentations on the work of the Insight & Development team and the wider work of the Ombudsman.

Main Accountabilities

- Leading the delivery of a suite of systemic investigations and external reports.
- Managing the relationship with key partners, including landlords, ensuring actions are taken at the appropriate level to address recommendations.
- Monitoring and reporting on the impact of our systemic investigations.
- Line management of a team of systemic investigators and officers.
- Acting as a member of the directorate management team.
- Identifying opportunities for issuing Good Practice and wider orders.
- Identifying key content for our Centre for Learning.

Person Specification

Qualifications

- Educated to degree level (or equivalent qualification/experience)

Knowledge and Experience

Essential

- A track record of leading, managing and motivating professional teams.
- Experience in business planning, quality assurance and risk management.
- Understanding of the role of the Ombudsman.
- Experience, knowledge and understanding of effective decision making in a public law context.
- Experience of improving performance and increasing outcomes.
- Good resilience and proven experience of working well under pressure.
- Ability to successfully deliver business change programmes resulting in measurable and embedded improvements in service delivery and performance.
- Project management experience, including leading others to deliver within a programme of work.

Desirable

- Knowledge of Housing Law and Policy.
- Understanding of the wider social, political and economic environment and their impact on the issues, implications and challenges facing public sector organisations.

Skills and Abilities

Essential

- Communicate articulately and confidently with a wide range of people
- Excellent written communications skills, including report writing and writing clearly and concisely for senior audiences
- Motivate and lead others, inspiring trust and confidence
- Influence and persuade others
- Solid understanding of data analysis and performance metrics
- Interpret complex legislative and jurisdictional issues
- Strong analytical skills
- Proven competence with IT systems
- Strong IT skills including use of Microsoft Office applications

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 £58,552.58 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 27 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

