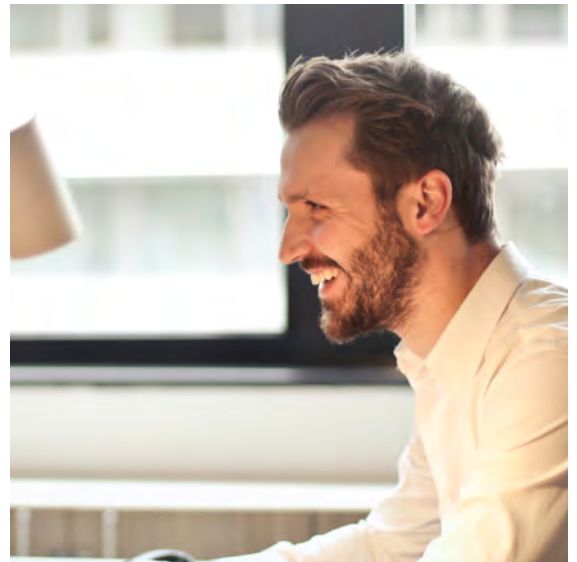


Housing

Ombudsman Service



**Complaint Handling Code
Specialists (Duty to
Monitor Leads & Officers)**

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 profiles for the Duty to Monitor Leads and Duty to Monitor Officers - job profile and person specifications
- 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 these key roles within our organisation.

Indicative Timetable

Closing date for receipt of applications: 23.59 on Wednesday 27th March 2024.

Please note: due to the unprecedented level of interest in our vacancies, we reserve the right to close the roles to new applications without warning if / when we receive 300 applications.

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 - complete the application form.

The application form consists of six questions for you to respond to (each answer to be a maximum of 300 words) which will help demonstrate that you offer the knowledge and experience required for these key roles.

The final question asks you to specify whether you are interested in the Duty to Monitor Lead role, Duty to Monitor Officer role, or both. It also asks regarding your notice period (if any). Please note that your answer to this question is for information purposes only and will not be assessed.

If you are interested in both roles and are successful at short-list stage, you will be appointed to the role best suited to your skills and experience based on the recruitment process results. If you specify your interest as being solely the Duty to Monitor Lead role or solely the Duty to Monitor Officer role, your application will not be considered for the other role throughout the process.

Please note that once you have submitted your application for a specific role, that application for that role cannot then be changed.

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

Duty to Monitor Lead

Position:	Duty to Monitor Lead
Grade:	Grade 3 - Salary £49,762.18
Working pattern:	Permanent
Hours:	35
Location:	Home-based

Overall purpose of the role

The lead role sits within the Duty to Monitor function of the Housing Ombudsman Service. This team sits within the Quality, Engagement and Development directorate.

The Duty to Monitor team is responsible for monitoring landlords' compliance with the Complaint Handling Code and for carrying out activities to extend fairness in complaint handling across the social housing sector.

The Duty to Monitor Lead will plan and conduct investigations into landlords' compliance with the Complaint Handling Code. This role will make decisions and findings relating to investigations and issue orders to ensure that landlords are fully compliant with the Complaint Handling Code. More widely, the Duty to Monitor Lead plays a key role in developing and sharing learning from Duty to Monitor activities.

Main Accountabilities

- To significantly contribute to delivery of HOS' legal duty to monitor compliance in an independent, robust and efficient way;
- To lead assessments of landlords' compliance with the Complaint Handling Code, taking a fair, evidence based and proportionate approach;
- To make effective decisions and orders based on robust findings that ensure compliance with the Complaint Handling Code and drive change to landlords' complaint handling.
- To take a lead role in developing and implementing initiatives to create a continuous learning and improvement approach to service delivery.
- To provide extensive, expert advice and guidance to wider team members, to include coaching and mentoring of others.
- To significantly contribute to quality control and assurance, ensuring delivery of high quality correspondence and reports.
- To build and manage effective relationships with key stakeholders in order to drive changes in complaint handling across the social housing sector.
- To lead initiatives that contribute to extending fairness through impactful delivery of Duty to Monitor.

The post holder should strive at all times to adhere to HOS values of Learning , Excellence, Openness and Fairness.

HOS is committed to equality of opportunity in all its practices, policies and procedures. It is our intention to promote a working environment that is free from harassment, bullying, victimisation or discrimination, where everyone is treated with dignity and respect. We expect all staff to behave respectfully with courtesy and consideration, whilst carrying out their duties.

Person Specification

Duty to Monitor Lead

Qualifications

- Demonstrable relevant level of CPD

Experience

Essential

- Significant experience of assessing compliance against set standards, ideally within the social housing sector.
- Successful track record in portfolio / account management approach to senior stakeholder engagement (Director and above).
- Successful track record in training, mentoring and / or coaching of others.
- Significant demonstrable experience in impartial and evidence based report writing and decision making.
- Experience of researching and acting on emerging legislation and good practice.
- Speaking confidently, clearly and fluently avoiding jargon or criticism.

Desirable

- Experience of carrying out engagement and feedback activities such as consultations or surveys.

Knowledge and Skills

Essential

- Good working knowledge and understanding of the application of legal, regulatory and statutory obligations, ideally in the social housing sector.
- Knowledge of continuous improvement cycles and application of these principles in practice.
- Skilled in managing multiple cases to successful resolution.
- Adept at high quality communication, in person and electronically, conveying and understanding complex messages, listening and reacting, engaging with empathy, compassion and enthusiasm.

Desirable

- Skilled in using qualitative and quantitative data to make recommendations and proposals.

Behaviours

Essential

- Able to make impartial decisions based on evidence following complex investigation and assessment.
- Committed to supporting the development of others.
- Committed to be viewed as an ambassador for HOS.
- Demonstrable ability to collaborate with purpose; and ensuring all voices can contribute and are heard.
- Able to reflect on actions taken to identify learning.

Additional Requirements:

- 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
- Expectation/requirement to, on occasion, travel and conduct in person meetings with landlords

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.

Job Description

Duty to Monitor Officer

Position:	Duty to Monitor Officer
Grade:	Grade 2 - Salary £39,603.91
Working pattern:	Permanent
Hours:	35
Location:	Home-based

Overall purpose of the role

The Officer role sits within the Duty to Monitor function of the Housing Ombudsman Service. This team sits within the Quality, Engagement and Development directorate.

The Duty to Monitor team is responsible for monitoring landlords' compliance with the Complaint Handling Code and for carrying out activities to extend fairness in complaint handling across the social housing sector.

The Duty to Monitor Officer will assess landlords' compliance with the Complaint Handling Code. This role will make decisions and findings based on assessments and issue orders to ensure that landlords are fully compliant with the Complaint Handling Code. More widely, the Duty to Monitor Officer will support the development and sharing of learning from Duty to Monitor activities.

Responsibilities and Outcomes

- To contribute to delivery of HOS' legal duty to monitor compliance in an independent, robust and efficient way;
- To adopt an inquisitorial approach, the assessment of landlords' compliance with the Complaint Handling Code in policy, taking a fair, evidence based and proportionate approach;
- To support the assessment of landlords' compliance in practice, following established methodology.
- To make decisions and orders based on robust assessments that ensure landlords comply with the Complaint Handling Code,
- To support the development and implementation of initiatives to create a continuous learning and improvement approach to service delivery.
- To adhere with the Ombudsman's quality control and assurance processes, ensuring delivery of high quality correspondence and report.
- To maintain effective relationships with key stakeholders in order to support change to complaint handling across the social housing sector.
- To support wider initiatives that contribute to extending fairness through impactful delivery of Duty to Monitor.

The post holder should strive at all times to adhere to HOS values of Learning , Excellence, Openness and Fairness.

HOS is committed to equality of opportunity in all its practices, policies and procedures. It is our intention to promote a working environment that is free from harassment, bullying, victimisation or discrimination, where everyone is treated with dignity and respect. We expect all staff to behave respectfully with courtesy and consideration, whilst carrying out their duties.

Person Specification

Duty to Monitor Officer

Qualifications

- Demonstrable relevant level of CPD

Experience

Essential

- Experience of assessing compliance against set standards, ideally within the social housing sector.
- Experience of portfolio / account management approach to stakeholder engagement.
- Experience of impartial and evidence based report writing and decision making.
- Awareness of carrying out engagement and feedback activities such as consultations or surveys.

Desirable

- Awareness of researching and acting on legislation and good practice.

Knowledge and Skills

Essential

- Knowledge of operational policy development and application, ideally within the social housing sector.
- Skilled in conducting detailed assessment of data and information from multiple sources.
- Skilled in managing multiple cases to successful resolution
- Skilled in creating and maintaining high quality records.
- Adept at high quality communication, in person and electronically, conveying and understanding complex messages, listening and reacting, engaging with empathy, compassion and enthusiasm.

Behaviours

Essential

- Able to make impartial decisions based on evidence.
- Willing to be viewed as an ambassador for HOS.
- Able to collaborate with purpose with colleagues and external stakeholders.
- Able to reflect on actions taken to identify learning.

Additional Requirements:

- 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
- Expectation/requirement to, on occasion, travel and conduct in person meetings with landlords

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 the basic salary of £49,762.18 as a Duty to Monitor Lead or £39,603.91 as a Duty to Monitor Officer, 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

