

Housing

Ombudsman Service



Dispute Resolution Adviser

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 Dispute Resolution Adviser - 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 long-listed will be asked to complete a timed assessment exercise. Subject to the result of this written assessment, candidates may then be asked to attend an online panel interview with the Housing Ombudsman Service. It is likely that the interview will be conducted remotely (via MS Teams).

We are hoping that successful candidates will be able to commence employment with us on Monday 10th June 2024. Candidates are requested not to take leave in the 6 weeks subsequent to this date as we will be delivering an in depth and highly focused induction during this period.

Indicative Timetable

Closing date for receipt of applications: 23.59 on Thursday 14th March 2024.

Please note: due to the unprecedented level of interest in our vacancies, we reserve the right to close the recruitment process to new applications without warning if / when we receive 350 applications.

Short-listed candidates will be asked to carry out a written assessment exercise - and subject to the result of this written assessment - may be asked to attend an online panel interview.

We anticipate that these interviews will take place between 22nd and 26th April inclusive.

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. Question 1 requires a yes or no answer only. Questions 2, 3, 4 and 5 (each answer to be a maximum of 300 words) will help demonstrate that you offer the knowledge and experience required for this key role. Question 6 is purely for information purposes and asks regarding your preferred working arrangements and your notice period.

Please note that once you have submitted your application for a specific role, the 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

Investigator

Position:	Dispute Resolution Adviser
Grade:	Grade 2 - Salary £39,603.91
Working pattern:	Permanent
Hours:	Full time (35 hours); part time and compressed hours also available.
Location:	Home-based

Overall purpose of the role

The Dispute Resolution Adviser role sits within the Dispute Support and Resolution function of the Housing Ombudsman Service which is responsible for supporting landlords and residents to resolve complaints within a landlord's internal complaints process and for conducting fair, impartial and independent investigations into complaints brought to the Ombudsman by residents.

Dispute Resolution Advisers use their excellent communication skills to provide accurate and good quality advice on complaint processes and the Ombudsman's jurisdiction, mainly by telephone and also email. They identify complaints that are not being handled by landlords in line with the Ombudsman's Complaint Handling Code and take action on them, including engaging with landlords, to ensure that residents receive responses.

Dispute Resolution Advisers are also responsible for following our escalation process in relation to requests made of landlords. Compliance with these requests is then monitored and Complaint Handling Failure Orders are issued where appropriate.

Overall purpose of the role continued.....

Where a landlord's internal complaint process has been completed, Dispute Resolution Advisers carry out an initial assessment of the case to ensure that they are ready to be passed over for formal consideration. This includes ensuring we have the appropriate documentation, making a decision about whether the complaint falls with the Ombudsman's jurisdiction and assessing whether a case is high risk.

Responsibilities and Outcomes

- Take ownership of a varied and busy caseload of complaints that have not completed a landlord's complaints procedure, taking appropriate action to help ensure those complaints are resolved.
- Take all steps necessary to ensure that cases that have completed a landlord's complaints procedure are ready to be passed over for formal consideration.
- Correctly follow the Housing Ombudsman's escalations process in relation to requests made of landlords, including issuing accurate, well drafted complaint handling failure orders where landlords fail to comply.
- Proactively gather information in order to make decisions about the Housing Ombudsman's jurisdiction.
- Communicate in a clear and accessible way with residents, landlords and third parties whilst ensuring that the Ombudsman's high quality standards are met.
- Responsible for providing excellent customer service, including to our customers that have vulnerabilities or specific needs, ensuring they understand our role and what we will do with their complaint next.
- To work as part of team whilst managing own caseload, ensuring this is actioned in line with internal and external targets.
- Responsible for ensuring that all cases are accurately recorded on our casework management system.
- To assist with building strong and effective relationships with a range of stakeholders including landlord complaint handling teams.
- Collaboratively work with colleagues and become involved in mentoring and assisting with organisational projects where appropriate.
- Responsible for identifying and highlighting emerging trends identified through their work to improve landlord's complaints handling for residents, landlords and the wider sector.

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

Person Specification

Investigator

Qualifications

- Degree level and /or a demonstrable record of CPD relevant to experience.

Knowledge and Experience

Essential

- Experience of working in the housing sector and/or experience of working within a complaints/disputes area
- A track record of delivering excellent customer service to a wide range of service users
- Experience of delivering against set targets and KPIs

Knowledge and Skills

- Ability to have effective conversations with a wide range of people including those with additional needs.
- Ability to produce high quality, accessible and understandable written communications at pace.
- Ability to work under pressure in a fast-paced environment.
- Ability to deal with difficult situations in an effective manner.
- Highly developed organisational skills including planning and prioritisation skills.
- Demonstrable track record of collaborative working, delivering successfully in a team environment and sharing best practice and insights with colleagues.

Behaviours

- Committed to providing excellent customer service.
- Demonstrate an ability to influence a range of stakeholders.
- Demonstrate an ability to work proactively.
- Committed to personal development.

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 an annual salary of £39,603.91, 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

