

Housing

Ombudsman Service



**Dispute Resolution
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 Dispute Resolution 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 2022-23
- 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 will be asked to carry out an assessment exercise and a panel interview with the Housing Ombudsman Service. It is likely that the assessment / interview will be conducted remotely (via MS Teams).

Indicative Timetable

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

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 if / when we receive 200 applications - or on the closing date at 23.59 - whichever occurs sooner.

Short-list Interview & Assessment: short-listed applicants will be asked to complete an assessment exercise on the 8th or 9th April. If successful at this stage, you will be asked to attend an interview (via MS Teams) likely to be in the week commencing 15th April.

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. Questions 1 to 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 notice period.

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.

We are hoping that successful candidates will be able to commence employment with us towards the end of June 2024, though there may also be an opportunity to join us later in the year.

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: Dispute Resolution Manager (Investigators/Adjudicators/Reviews)

Working pattern: Permanent

Hours: 35

Location: Home-based.

Overall purpose of the role

The Dispute Resolution Manager (Investigators/Adjudicators/Reviews) role sits within the Dispute Resolution function which is responsible for conducting fair, impartial and independent investigations into complaints brought to the Ombudsman by residents.

The Manager is accountable for the performance and delivery of a team of Investigators and/or Adjudicators and the investigation process as part of the wider department. The Manager is responsible for the management of and continuous development of people, processes, systems and governance within the Investigation process.

Responsibilities and Outcomes

- Manage the operational performance of a team to ensure delivery of dispute resolution (investigation) activity to a high standard.
- Allocate casework appropriately and monitor completion of work in line with team and individual targets to contribute to the department and organisation's objectives.
- Undertake investigations and associated work, ensuring that all cases are dealt with fairly and impartially.

Responsibilities and Outcomes

- Monitor, maintain and enhance processes and resources to continually improve the approaches taken to case handling.
- Quality control work to ensure this meets quality and service standards and participate in quality assurance exercises.
- Ensure compliance with legal, regulatory and statutory obligations.
- Apply business intelligence to inform systems and process improvement, and contribute to strategic and business planning.
- Participate in recruitment, selection, and training new Investigators and Adjudicators.
- Monitor, maintain and manage any outsourced suppliers (as necessary).
- Inspire, promote engagement, motivation and empower people to perform to the best of their ability and achieve stretching personal and team targets.
- Enable, embed, share, and enact learning to maximise performance.
- Apply and share knowledge and insights to develop and improve disputes resolution activities.
- Deliver effective stakeholder management both internally and externally.
- Record and use data appropriately, including to share insights and promote understanding.
- Undertake appropriate and proportionate risk management.

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

Qualifications / CPD

- Degree level or demonstrable CPD relevant to the sector and role.

Experience

Essential

- Knowledge and experience of performance management and improvement of individuals and team.
- Experience of managing a team to ensure consistent delivery against targets and KPI's.
- Knowledge and experience of dispute resolution and complaint handling.
- Experience of developing and implementing quality control and assessment.

Desirable

- Experience of managing change – transactional and transformational.

Knowledge and Skills

Essential

- Expert knowledge of housing law and/or housing operations, and in-depth understanding of the role of an Ombudsman and/or dispute resolution processes.
- Knowledge of coaching, mentoring and staff development strategies.
- Ability to speak confidently, clearly and fluently, avoiding jargon or criticism.
- Ability to communicate with and influence internal and external stakeholders at appropriate levels.
- Finance, human and other resource management.
- Skilled in critical thinking.
- Excellent Customer care skills.
- Knowledge of risk management.

Behaviours

Essential

- Being fair, taking time to listen carefully, and role modelling respectful and professional behaviours as part of an effective people management and leadership approach.
- Using evidence to inform impartial decisions and sound judgements, extending fairness through approach to work.
- Being accountable for team and own performance, and transparent in sharing performance insights
- Collaborating with purpose and seeking to improve so that excellent team outcomes and a positive team culture are achieved.
- Driven to learn from outcomes, share learning, and embrace new ways of working to improve and maximise team and own performance.
- Using emotional intelligence to inform decision-making and develop positive interpersonal relationships.

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

