

Housing

Ombudsman Service



**Temporary Director – PRS
Design and Implementation**
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 Temporary Director – PRS Design and Implementation - 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 will be asked to carry out 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 Sunday 24th 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 50 applications - or on the closing date at 23.59 - whichever occurs sooner to ensure a swift process.

Short-list interviews: those successful at assessment will be asked to 'attend' an interview (via MS Teams - so a remote short-list interview) on 28th March.

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:	Temporary Director – PRS Design and Implementation
Working pattern:	To end June 24 with possibility of extension or re-engagement at a later date
Hours:	4 days per week minimum
Location:	Home-based

Overall purpose of the role

The Temporary Director – PRS Design and Implementation role sits within the Executive Leadership Team of the Housing Ombudsman Service which is responsible for delivering the overall strategy, business plans, operational delivery and continuous improvement of the organisation.

Reporting to the Chief Operating Officer, The Temporary Director – PRS Design and Implementation will be the Senior Responsible Officer for the design and implementation of the Private Rental Sector Ombudsman (PRS) service, which is sponsored by the Department for Levelling Up, Housing and Communities. The postholder will be responsible for the scoping, design and implementation of the PRS Ombudsman service working in collaboration with DLUHC, the Housing Ombudsman's Executive Leadership Team (ELT) and other colleagues at the Housing Ombudsman Service.

The role will contribute, as part of the Executive Leadership Team, to the delivery of the overall strategy of the organisation. The post holder will ensure that corporate values and behaviours are embedded in their teams.

Main Accountabilities

- To have overall responsibility and accountability for the design and implementation of the PRS, including design principles, scoping and understanding of requirements, outline of critical path, assessment and monitoring of milestones and ultimate implementation of the service.
- Maintain strong and ongoing communication with the Transformation Programme Board, Chief Operating Officer, ELT, Advisory Board, ARAC and other internal stakeholders, updating on progress and remedies required to maintain progress, identifying required collaborations and internal dependencies and ensuring awareness across the organisation.
- To engage and work collaboratively with senior stakeholders at DLUHC, including the DLUHC project board, to ensure key messages, risks and opportunities are communicated and understood, and mitigations and remedies are available. Ensure consistent, flexible, proactive and, when required, reactive ways of working are adopted in the collaboration.
- To act as overall project owner, chairing project working groups, ensuring that risks are identified and mitigated, milestones achieved, complex and difficult issues and positions are rectified with no impact on social housing delivery, the identified project benefits are achieved and the project overall is delivered successfully and on time.
- As Senior Responsible Owner for PRS design and implementation, be the main point of contact with parliament and associated stakeholders to obtain the best design and implementation outcomes.
- Be the main point of contact, influence and engagement with external bodies and stakeholders for PRS with sector groups (e.g. tenants, landlords and local authorities), owning, and obtaining, commitment to delivery of external dependencies.
- To have overall responsibility for the recruitment, onboarding and embedding of the design and implementation team, and procurement of other necessary resources, building a high performing, flexible team which is able to effectively deliver a complex and challenging outcome.
- To provide leadership, line management, support and development to the team, ensuring effective project management principles are adopted across the team.

Person Specification

Qualifications

- Masters level qualification in Public Administration or similar subject, or demonstrable CPD with content, and at a level, which relates to the role.

Knowledge and Experience

Essential

- Significant successful experience of working in Director-level roles within the public or not for profit sectors.
- Experience of setting up a new body within government / public sector / NFP using programme management principles and methodologies.
- A demonstrable track record of effectively working within, or in collaboration with, central government and an understanding of the parliamentary process and the legislative environment.
- Experience of working in, or in collaboration with, an Ombudsman service, delivering high quality strategic outcomes.
- A track record of successfully leading, managing and developing staff in an uncertain, complex and changeable environment.

Knowledge and Skills

Essential

- The ability to communicate effectively with stakeholders, suppliers and focus groups including at a senior government level, Senior Civil Service and Ombudsman customers.
- A track record of fostering and embedding a culture of collaboration at a senior level, externally and internally, to deliver high quality outcomes.

Knowledge and Skills continued

- Demonstrable ability to successfully negotiate with and influence stakeholders at all levels, including at a senior level, internally and externally.
- Able to deal with uncertainty, conflict, complexity and risk, adopting flexible approaches and behaving with agility, navigating a path through to successful outcomes.
- Ability to lead, manage, develop and inspire staff in a complex and uncertain environment.

HOS Behaviours

- Fairness – Evidence a track record of building an inclusive workplace environment, where all staff can give their views and be heard.
- Fairness – Demonstrate the ability to create a culture of fairness for both staff and stakeholders.
- Learning – Committed to the development of staff through learning.
- Learning – Open to embracing new ways of working, and embedding them within your teams.
- Openness – A demonstrable willingness to be accountable for your decisions, and delivery of your service.
- Openness – Evidence of representing organisations as an ambassador, being accountable externally for performance and delivery.
- Excellence – Demonstrate a track record of delivering continuous improvements.
- Excellence – Committed to collaboration and engagement to deliver success.

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.

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.

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.

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Benefits

Rewarding career, rewarding benefits

In addition to a basic salary of £90,303.12 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

