

Housing

Ombudsman Service



**Dispute Resolution
Support Officer**
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 Support Officer
- 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 short-listed will be asked to carry out an assessment exercise, and subject to the results of this assessment exercise, a panel interview with the Housing Ombudsman Service. It is likely that the assessment exercise and the interview will be conducted remotely (via MS Teams).

Indicative Timetable

Closing date for receipt of applications: 23.59 on Sunday, 12th May 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 immediately if / when we receive 180 applications. We therefore strongly recommend that you apply as soon as possible.

Assessment & Short-list interviews: short-listed applicants will be asked to complete an assessment (completed via email) towards the end of May (24th, 28th or 29th) and an interview (via MS Teams) from 10th June 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:

Stage 1 - create an account. This largely focuses on the information that you would include in your CV.

Stage 2 - 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.

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

Position: Dispute Resolution Support Officer

Working pattern: Permanent

Hours: 35

Location: Home-based.

Overall purpose of the role

Dispute Resolution Support Officers support the Dispute Support and Resolutions teams through the life of a case, including prioritising and responding to enquiries, distributing cases, chasing information from landlords, managing incoming documentation, and preparing case files.

Ensure compliance with all corporate requirements.

As part of this recruitment process, we will be appointing some Dispute Resolution Support Officers to support the triage and mediation teams through the life of a case. This includes assessing evidence received from landlords and residents and creating case files for the investigation team to be able to complete their investigations into resident's complaints. The role also supports with monitoring and responding to compliance of orders made as part of the determination of a complaint and to manage adding the cases to the Housing Ombudsman website, ensuring they are compliant with all corporate requirements.

Main Accountabilities

- Identifying and responding to queries from Landlords or Complainant/ Representatives in line with HOS service level agreements.
- Communicate with Landlords and Complainants / Representatives using the key HOS communication channels; email, letter and telephone as required.
- Distributing cases and correspondence to relevant caseworkers and updating landlords or complainant / representatives as required.
- Ensure accurate document management (hard copy and electronic).
- Update the case work management system with complete and quality information.
- Prepare files and document received as part of case investigation.
- Effective management of team and departmental email inboxes.
- Sector Engagement administration support.
- Work independently scheduling own work to meet business requirements.
- To carry out any other duties which fall within the scope and purpose of this role profile, and which are commensurate with the grade of the post.

Person Specification

Qualifications

- NVQ Level 3 or equivalent level qualification, plus demonstrable relevant CPD

Knowledge and Experience

Essential

- Experience of successfully working to KPIs, conflicting demands and challenging timeframes.
- Experience of communicating effectively with internal and external stakeholders, both verbally and in writing.
- Demonstrable and successful application of strong IT skills, particularly the Microsoft Office Suite (Word, Excel, PowerPoint).
- Experience of working effectively and flexibly as part of a diverse team, working collaboratively to achieve results.
- Experience of working in a customer services environment including virtual, office and hybrid working.
- Experience of working within a busy office environment.

Desirable

- Experience of using a case management system.
- Knowledge of Housing or Complaints.
- An understanding of GDPR.

Skills and Abilities

Essential

- Ability to work under pressure, handle a varied workload and keep to tight deadlines.
- Good organisational ability.
- Accuracy/ attention to detail.
- Able to show initiative when required, work independently, and work with minimal supervision.

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 £31,790.57 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 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

