

Housing

Ombudsman Service



Head of Quality and Customer Insight
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 Head of Quality & Customer Insight
- 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 2022-23

We hope that you decide to apply to this key role within our organisation.

Candidates who are short-listed will be asked to complete an online personality questionnaire and ability test in advance of their short-list interview, which is likely to include delivering a short presentation, with the Housing Ombudsman Service.

It is likely that these interviews will be conducted remotely (via MS Teams).

Indicative Timetable

Closing date for receipt of applications: 23.59 on Sunday, 2nd June 2024.

Note: Following unprecedented levels of interest in our vacancies, we reserve the right to close the role early when / if we receive 120 applications.

Short-list interviews: Thursday 20th 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:

- 1) Stage 1 - create an account. This largely focuses on the information that you would include in your CV.
- 2) Stage 2 - upload and submit your supporting statement.

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

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| Position: | Head of Quality & Customer Insight |
| Working pattern: | Permanent |
| Hours: | 35 |
| Location: | Home-based, with occasional office attendance |

Role purpose summary:

The Head of Quality and Customer Insight role sits within the Quality, Engagement and Development Directorate of the Housing Ombudsman Service which is responsible for delivering sector engagement and learning, internal and external communication, landlord and resident insight to support the local complaint handling excellence and to provide robust quality assurance across casework.

The Head of Quality and Customer Insight will provide senior leadership to the quality and service complaints functions ensuring implementation of the quality assurance framework, service complaints policy and process including judicial review and management of the customer feedback functions, ensuring that the Housing Ombudsman's decisions are assessed against our quality standards and meet policy and procedural compliance.

The role will contribute, as part of the Senior Leadership Team and with guidance and support from the Executive Leadership Team, to the delivery of the business plan and will inform the design, and ensure delivery, of the Directorate strategy. The post holder will ensure that corporate values and behaviours are embedded in their teams.

Responsibilities and Outcomes

- To deliver robust quality assurance processes and outcomes across casework, service complaints and customer feedback in line with the Quality Strategy.
- To significantly contribute to the development of strategies, processes and policies that drive continuous improvement across HOS, with particular responsibility for those relating to the Quality and Customer Insight function.
- Responsible for maintaining the Housing Ombudsman 'Scheme', ensuring it is kept up to date and relevant, and reflective of any legislative changes and relevant horizon scanning impact.
- To lead and manage the Quality and Customer Insight teams with accountability for service complaints, managing any Judicial Review claims and for providing support and operational oversight to the Independent Reviewer of Service Complaints.
- Be responsible for embedding the quality framework through the provision of a quality assurance programme of work that provides the Executive Leadership Team with strong assurance across casework and equally strong and sound customer feedback
- To ensure strong and ongoing working relationships with the Dispute Support and Resolution Directorate in ensuring that casework policy and guidance is compliant with the Quality Assurance Framework, that the Housing Ombudsman's decision making is compliant and Judicial Review claims are progressed and lessons learned fed back to the teams.
- Be responsible for the development of adequate reporting, risk and quality control that provides appropriate assurance mechanisms and delivers accurate management information to drive performance and improvement.
- Be responsible for developing and reporting on existing and new approaches to obtaining customer feedback, deployment of these and reporting against this feedback, triangulating it with quality assurance, casework reviews and service delivery insight to present an holistic picture of performance of the service
- Be the organisational lead for safeguarding, developing our approach, processes and reporting and ensuring operational teams are adequately trained to apply these.

Responsibilities and Outcomes continued

- Be responsible for implementing, maintaining and further developing customer (in particular resident) access to the service, working with colleagues to embed equality, diversity and inclusion activity for the benefit of residents.
- Develop and maintain external engagement with relevant stakeholders, such as the Residents Panel, planning for regular engagement, consistent and appropriate communication and ensuring their voice is heard throughout our work.
- Leading customer insight and quality feedback, ensuring individual feedback to managers in Dispute Support and Resolution is provided to drive excellent performance and collective feedback to drive continuous improvement at the team/directorate level
- As head of service you will be expected to contribute to the delivery of learning and development events, corporate and public speaking at conferences and seminars etc
- Working collaboratively across directorates and other teams to deliver the requirements of the role and HOS values and behaviours.

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

- Degree or evidence of recent CPD in quality assurance and/or law (essential)
- Qualified quality management professional (desirable)
- Evidence of management and leadership development training (desirable)

Experience

- Managing a multi-disciplinary team (essential)
- Developing and embedding quality assurance processes (essential)
- Undertaking customer research or managing customer experience function (essential)
- Managing a complaints function (desirable)

Knowledge and Skills

- Exceptional stakeholder management skills (essential)
- Excellent planning and organisational skills (essential)
- Strong IT skills including use of Microsoft office applications (essential)
- Good resilience and proven experience of working well under pressure (essential)
- Knowledge of safeguarding process and requirements (desirable)

Behaviours (essential)

- 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.

Behaviours (essential) continued

- 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 (essential)

- 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 £70,717.30 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, flexi-time scheme, working from home opportunities.
- 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 – free yearly health check-up, employee assistance programme, access to CSSC Sports and Leisure website, discounts on days out, restaurants and high street shopping, contribution towards eye-tests and glasses.
- Season ticket loan – Interest free public transport ticket loan.
- 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

