

# Housing

Ombudsman Service



**Quality Lead**  
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 Quality Lead - job profile and person specification.
- Benefits

Our website [www.housing-ombudsman.org.uk](http://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 interview will be conducted remotely (via MS Teams).

### Indicative Timetable

Closing date for receipt of applications: 23.59 on Thursday 9th 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 if / when we receive 120 applications - or on the closing date at 23.59 - whichever occurs sooner.

**Short-list interviews:** it is envisaged that short-list interviews (via MS Teams) will take place on either the 21st or 22nd May.

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](mailto:jmm@cjagroup.com).

# Job Description

**Position:** : Quality Lead

**Hours:** 35

**Location:** Home-based

## Overall purpose of the role

The Quality Lead plays a key role in ensuring an appropriate framework is in place to maintain the quality of the Ombudsman's decision-making and wider casework.

Working closely with the Quality Standards Manager you will support the quality framework through policy reviews, regular assurance exercises and training for new and existing caseworkers.

## Main accountabilities

- Ensuring the casework manual contains all policies and any relevant guidance necessary for all areas of casework and supporting their regular review in collaboration with the Dispute Support and Dispute Resolution functions.
- Horizon-scanning for future policy changes and preparing for their introduction through draft policies, guidance and training modules.
- Supporting the Quality Board to provide an external perspective on our proposed casework approaches.
- Organising regular quality assurance exercises, tracking all related agreed actions to ensure these are delivered to timescale, determining whether these are having the intended impact and regularly reporting on progress.

### Main accountabilities cont...

- Leading on regular reviews of customer feedback, complaints, and compliance with the Ombudsman's orders. Applying qualitative and quantitative analytical techniques and drawing out recommendations for further improvement. Tracking agreed recommendations, reporting regularly on their timely implementation and assessing their impact.
- Supporting the Independent Reviewer of Service Complaints in their work and leading on the implementation of their recommendations on a timely basis.
- Delivering a comprehensive induction programme for all new caseworkers covering our casework manual and core caseworker skills and for existing caseworkers to ensure they can progress through our delegation levels and receive annual refreshers. You will also deliver some training directly.
- Organising casework forums to share knowledge and insights with caseworkers and tracking all related agreed actions to ensure they are delivered to timescale
- Where requested, providing quality guidance on cases, some of which will be difficult and complex, and be able to defend those decisions despite criticism and challenge from affected parties.
- Lead on maintaining and developing tools and resources to support quality in our casework, including establishing and maintaining knowledge- banks and casework libraries.
- Working collaboratively with colleagues and being involved in mentoring and coaching where appropriate.
- Support any other activities aimed at obtaining customer perspectives on our service delivery, e.g. the Customer Panel.
- Managing projects or provide project support as required.
- Use the full Microsoft Office suite to design and develop technology solutions across all the functions of the Quality Team.
- Any other tasks as may be required.

# Person Specification

## Qualifications

- Degree level or demonstrable level of relevant CPD.

## Knowledge and Experience

### *Essential*

- Expert knowledge of housing law
- In depth understanding of the role of an Ombudsman
- Knowledge and experience of dispute resolution and complaint handling
- Experience of delivering against set targets and KPI's
- Demonstrable experience of leading and delivering quality assurance exercises, ideally in a complaints / casework environment

### *Desirable*

- Active listening skills
- Knowledge of Data Protection and Freedom of Information legislation
- Speaking confidently, clearly and fluently avoiding jargon or criticism

## Skills and Abilities

### *Essential*

- Research skills
- Customer care skills
- Proactive
- Autonomous
- Organised – planning and prioritising skills
- Collaborative working
- Pro-actively seeks to learn
- Objective analysis
- Excellent report writing skills
- Ability to have effective conversations with a wide range of people including those with additional needs.
- Ability to deal with difficult situations in an effective manner
- Ability to analyse a large volume of complex information

### *Desirable*

- Ability to analyse numerical data and interpret survey results
- Ability to quickly and independently learn about a new subject and then apply that knowledge to a diverse range of business needs

## 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 £49,762.18 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

