

Housing

Ombudsman Service



**Head of Casework
Assessment and Support**
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 Casework Assessment and Support - 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 long-listed will be asked to complete an online ability test, with candidates who are then short-listed being asked to complete an online personality questionnaire (OPQ) in advance of their short-list interview 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 16 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: 10 to 15 July 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

Position:	Head of Casework Assessment and Support
Working pattern:	Permanent
Hours:	35
Location:	Home-based, with occasional office attendance

Role purpose summary:

The Head of Casework Assessment and Support role sits within the Dispute Support and Resolution Directorate of the Housing Ombudsman Service which is responsible for delivering effective and impactful casework to improve residents' lives and landlords' services.

The Head of Casework Assessment and Support will provide senior leadership to the Casework Assessment and Support function; delivering the assessment of resident referrals to access the Scheme, the triage of disputes via the proportionate route of resolution and providing centralised casework business support. They will ensure services are of high quality, high impact and deliver good customer experiences and will contribute to the successful delivery of business plan targets, commitments and strategic programmes.

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 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 lead the Casework Assessment and Support teams in delivering risk driven, efficient and effective casework management where services are delivered in accordance with published service levels, key performance indicators, quality frameworks and budget.
- To lead the Casework Assessment and Support teams in delivering timely and consistent assessments of cases, at the relevant touchpoints, that are compliant with the Scheme, Code and policy / guidance.
- To lead the Casework Assessment and Support teams in delivering timely, impactful, impartial and proportionate alternative routes to resolution where appropriate and in accordance with the Scheme.
- To lead the Casework Assessment and Support teams in efficient, timely and high quality progression of cases, where deemed proportionate, to Dispute Resolution for formal investigation.
- To lead the Casework Assessment and Support teams in providing timely and effective casework business support to the wider Dispute Support and Resolution Directorate.
- To be responsible for the teams' effective use of the powers under the Scheme and Code in providing casework interventions where there is non-compliance by landlords.
- To be accountable for undertaking quality control and exercising delegated authority in accordance with the Scheme of Delegation within the Casework Assessment and Support teams, providing assurances of compliance to the Quality Assurance Framework and mitigation of risk.
- To lead work to ensure our systems and Casework Assessment and Support processes are efficient and effective, preserve the integrity of casework data and provide robust assurance.
- To significantly contribute to intelligence-led interventions by ensuring Casework Assessment and Support teams are providing assurance around the integrity of casework data through compliance and consistency in the application of policy, procedure and the use of operating systems.
- 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.

Responsibilities and Outcomes continued

- To support the Casework Excellence and Development functions in casework policy and guidance (including system guidance) reviews, implementation of service improvement actions and embedding of managed casework development.
- To assist with the development and delivery of the strategic and business plans, ensuring strong and ongoing communication with SLT members across HOS.
- To be responsible for developing managers and teams in best being able to deliver on our values, aims and objectives.
- To assist with the member engagement strategy through attendance at required meetings, events and speaking opportunities.

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

- Relevant degree level qualification (e.g. CIH, Social Housing Policy) or equivalent gained through relevant training / CPD (essential)
- Management qualification or equivalent through relevant training/ experience (essential)

Experience

Essential

- A breadth of senior experience in the Social Housing Sector
- Experience of managing customer facing operations teams dealing with large volumes of transactions, of varying complexity, and in accordance to service levels and set standards
- Experience in managing high volume casework operations and delivering effective decision making within a legal context
- Experience of leading, managing and motivating professional teams in the achievement of service and quality standards
- Experience of business planning, quality control, financial and risk management
- Experience in delivering business plan targets and activities
- Experience of delivering services to multiple stakeholders (including internal stakeholders)
- Experience in delivering significant organisational change and continuous improvement across a service and to the benefit of service users and staff

Desirable

- Experience in one or more of the following areas: an ombudsman service; a Regulator; housing or public law legal practice; and / or triage and assessment environment
- Experience of development and management of assessments, frameworks and triage services

Knowledge and Skills (essential)

- Knowledge of the role of ombudsmen and the Housing Ombudsman
- Knowledge of relevant housing law, practice and policy
- Ability to work well under pressure
- Strong IT skills
- Strong communication skills (both verbal and written)
- Strategic and system thinking
- Critical thinking (including analysis and synthesis of evidence)

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
- 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 – 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

