

Housing

Ombudsman Service



Insight and Systemic 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 Insight and Systemic Lead - 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.

Short-listed candidates will be asked to carry out an assessment and a competency based interview. It is likely that the interview will be conducted remotely (via MS Teams).

Indicative Timetable

Closing date for receipt of applications: 23.59 on Sunday 7 July 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.

Assessment: Tuesday 23 July and Wednesday 24 July

Short-list interviews: Wednesday 24 July and Thursday 25 July

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:	Insight and Systemic Lead
Working pattern:	Permanent
Hours:	35
Location:	Home-based, with occasional office attendance

Role purpose summary:

Post holders will play a key role in the delivery of the Ombudsman's powers to investigate thematic and systemic issues identified by our casework. Post holders will develop HOS publications such as our highly regarded Spotlight and Insight reports, and our issues of Good Practice, from research and drafting through to publication, project managing discrete projects and working across directorates and with external stakeholders to ensure production targets are achieved and create materials which they will then present internally and externally.

The Insight and Systemic team, which is part of the Insight and Development function, holds landlords to account for their complaints handling performance through the analysis of statistics and investigation of reported service provision issues; identifying and prioritising intelligence.

Post holders will lead and work collaboratively on special investigations into individual landlords, including designing the methodology for and participating in national, regional and individual inspections. You may manage individuals as part of projects and be required to run aspects of the Insight & Development programme.

Given the nature of the role, some travel may be expected if meeting with external stakeholders face to face but we will also make use of video-conferencing facilities.

Responsibilities and Outcomes

- Lead and/or participate in a special investigation. This can include internal and external project work, landlord visits, professional discussions with stakeholders, and developing delivery materials for the Centre for Learning.
- Liaison with the casework teams assigned to special investigations to ensure mutually beneficial cross-directorate working and consistent decision making, potentially including the review of proposed wider orders.
- Draft and actively manage the production of Insight and Development publications including Spotlight, Insight, Good Practice, bulletins, newsletters, thematic reports and ad-hoc products. Liaise with Communications and Engagement, senior managers and external stakeholders to ensure that publications are produced to agreed schedules.
- Liaise with landlords regarding actions on special reports, Good Practice, thematic reports and other investigative work, initiating further interventions and systemic casework where required. Manage systemic casework in accordance with Housing Ombudsman policies and processes, including the proposals of wider orders where necessary. Ensuring our systemic and thematic work supports key objectives of the corporate plan, by measuring outcomes and impact of our work.
- Develop and maintain databases and trackers, their infrastructure and associated guidance.
- Analysis of data from a range of internal and external sources to identify themes, trends, risks and opportunities. Create summaries and narratives of the analysis for management review.
- Have a good understanding of the priorities of the Housing Ombudsman, keeping abreast of particular policy and sector provision areas of interest including providing and/or receiving updates from others within or outside the organisation.
- As appropriate responding on behalf of the Insight and Development function, escalating where appropriate, or drafting responses for management.
- Develop and maintain the Systemic Manual to capture standard processes and document new ones.

Responsibilities and Outcomes continued

- Communicate and promote HOS vision, values and behaviours.
- Significantly contribute to the promotion of diversity and inclusion, and health and wellbeing across the organisation.

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 level or equivalent professional qualifications

Knowledge and Experience

- Experience of building strong working relationships
- Understanding of the role of the Ombudsman
- Knowledge and experience of complaint handling and resolution
- Knowledge and experience of quantitative and qualitative research methods
- An awareness of the principles of project management
- Experience of planning and delivering research investigations
- Experience of analysing large volumes of evidence to reach credible conclusions and make sound recommendations for change
- Knowledge of housing law and policies (desirable)

Skills and Abilities

- Strong interpersonal and negotiation skills
- Research skills
- Ability to work alone and collaboratively
- Strong analytical skills
- Excellent report writing skills
- Ability to deal with difficult conversations and situations
- Ability to analyse a large volume of complex information
- Strong ability to prioritise and manage challenging workloads often under pressure

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

