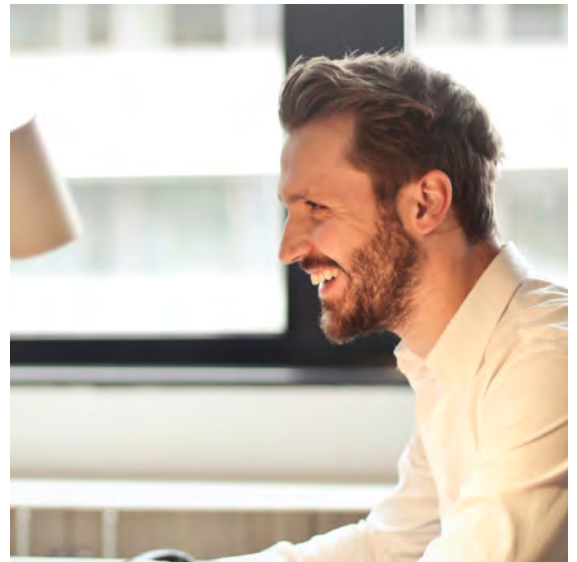


# Housing

Ombudsman Service



## Operational People Manager

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 Operational People Manager - 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 2022-23

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

Short-listed candidates will be asked to deliver a presentation to People Team staff and discussion (scored). This discussion will be immediately followed by a competency based interview.

It is likely that the presentation, discussion and 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 100 applications.

Short-list interviews: week commencing 22 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](mailto:jmm@cjagroup.com).

# Job Description

<b>Position:</b>	Operational People Manager
<b>Working pattern:</b>	Permanent
<b>Hours:</b>	35
<b>Location:</b>	Home-based, with occasional office attendance

## Role purpose summary:

The People Manager - Operations role sits within the People Function of the Housing Ombudsman Service which is responsible for delivering an effective people strategy that aligns with the organisational vision, values and behaviours.

The People Manager - Operations will lead on the development and implementation of organisational wide People strategy, policy and plans and develop strong relationships with stakeholders to understand organisational needs. The postholder will manage, lead and develop the People - Operations Team ensuring adherence to policies, employment legislation and best practice across all employee relations and performance activity.

## Responsibilities and Outcomes

- Lead on the development and implementation of organisational wide People strategy, policy and plans and ensure adherence to employment legislation and best practice.
- Lead, manage and develop a team of People Business Partners, Officers and Administrators, ensuring the delivery of high quality, continuously improving People related activity across the organisation.

### Responsibilities and Outcomes cont....

- Lead the People Business Partner function, developing and maintaining strong relationships with stakeholders, understanding organisational needs and deploying resources as required.
- Manage, and ensure delivery of, complex employee relations casework including dispute resolutions, disciplinaries, grievances, absence, retirement and redundancy.
- Lead on engagement with the recognised Union representatives, developing and maintaining strong relationships and fostering a culture of collaboration and understanding.
- Develop and review People policy, procedures and processes, ensuring maximum efficiency within the team and organizational wide adherence to legislation and best practice.
- Manage the delivery of an efficient and effective high quality HR service to all employees throughout the employment lifecycle, from induction/probation, contractual changes, payroll actions, advice and guidance, termination of contracts and reference requests.
- Ensure continuous professional development of self and team. Stay aware of recent and upcoming legislative and regulatory changes and current best practice, enabling the People Team to keep up to date and equipped to deliver excellent and compliant service.
- Effectively manage third party contracts and relationships with suppliers to ensure prompt and efficient delivery of updates and improvements.
- Working with external partners, oversee, develop and enhance the Human Resources Information System, improving data accuracy and reporting capabilities. Ensure the team has the resources to produce high quality and informative information to the organisation, such as monthly and ad hoc reports to support performance management, EDI and workforce planning as well as accurate maintenance of People records.
- Actively participate in promoting our values and behaviours to promote a values led culture.

### 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

- Educated to degree level in a relevant subject and/or CIPD qualified, and/or able to demonstrate equivalent CPD.

## Experience

- Experience of leading, managing and developing a high performing People Team in a fast paced and changing environment
- Proven experience in delivering, maintaining and improving HR Information Systems enabling ongoing improvements in service delivery
- Experience of working collaboratively across an organization e.g. with TU and senior managers, to deliver a high quality HR service which meets the needs of its customers
- Experience of understanding the organizational requirement for HR data and information and delivering successfully against these needs
- Experience of successfully delivering an HR Business Partner model in an evolving environment

## Knowledge and Skills

- Strong understanding of UK laws and regulations related to e.g. employment, EDI, payroll and benefits
- Able to improve team performance through targets, development and engagement
- Ability to produce written work to a high standard, including written reports, case notes, appraisal documents and training materials
- The ability to communicate, engage, and influence and persuade colleagues at all levels of the organisation
- The ability to engage with external stakeholders and suppliers, including negotiation and influencing skills
- Strong IT skills, including excellent use of Microsoft packages, and other software and systems which can enable delivery of our People strategy.

### **Behaviours**

- Fairness – Committed to delivering fair outcomes for all employees, residents and candidates in recruitment
- Learning – Committed to developing others
- Learning – Committed to sharing learning and insights with colleagues
- Excellence – Committed to enhancing an organization as a great place to work

### **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 £58,552.58 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

