

Housing

Ombudsman Service



Project and Service Improvement 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 Project and Service Improvement 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 prepare and deliver a presentation at the start of their 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 18 August 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: week commencing 2 September 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:	Project and Service Improvement Lead (x 2)
Working pattern:	Permanent
Hours:	Full-time (35 hours per week)
Location:	Home-based, with occasional office attendance

Role purpose summary:

Reporting to the PMO Manager, the Project and Service Improvement Lead will ensure effective project and service improvement activity management is in place and supported across the organisation at all stages in their life cycles as defined in the Project Management Framework, accompanied by appropriate reporting to enable accountability.

The post holder will ensure compliance with all corporate requirements.

Main Accountabilities

- Work closely with directorate/service leads in producing robust business cases and project initiation documents for consideration by the appropriate governance body, allowing the Housing Ombudsman Service (HOS) to demonstrate appropriate value for money, benefits realisation and accountability.
- Support the Team Manager in developing Project Management strategies for the organisation.
- Play a substantial role in the day to day management of a diverse range of project and service improvements, supporting the wider organisation through business partnering arrangements with project planning and delivery throughout the activity life cycle.

Main Accountabilities cont....

- Work closely with and support service project leads in effective planning, including appropriate challenge and use of IT support tools.
- Analysis, assessment and treatment of project risks, assumptions, issues and dependencies.
- Coordinate cross-project/service improvement activities.
- Lead the effective project and programme management across the organisation by agreeing milestones, monitoring progress (including change requests) and ensuring plans remain up to date and deliverable.
- Implement effective progress reporting at a project and programme level for presentation to the relevant governing body in a clear and appropriate format including accompanying summary narrative, where required.
- Coach or train other members of staff in diverse groups across the whole organisation and provide them with the tools to manage projects and service improvements effectively.
- Produce post project evaluation reports in conjunction with the business lead to determine if the expected benefits have been realised and capture lessons learned for use in future projects.
- Attend directorate meetings as required and support Directors in understanding delivery against their business plan objectives.
- Support the PMO Manager by delivering any other tasks as required.

Person Specification

Qualifications

- Education to A level (or equivalent qualification/experience)
- Prince 2 and / or relevant CPD

Experience

Essential

- Experienced in developing and monitoring project plans ensuring value for money and timely delivery.
- Experience of interacting at a senior level and providing advice/ guidance to senior stakeholders.
- Proficient in Microsoft office and project management packages.
- In depth understanding of the theory and application of Business Case methodologies.
- Experience of a non-departmental public body (NDPB) or arm's length body (ALB).

Desirable

- Working knowledge of Government Green Book appraisal and evaluation principles.
- Proven experience in managing change.

Skills and Abilities

- Organised and able to prioritise conflicting demands and plan work effectively to meet challenging deadlines.
- Effective negotiation and influencing skills
- Tenacity and resilience
- Able to work effectively and collaboratively as part of a team
- Seeks to continuously learn and improve

Skills and Abilities continued..

- Clear and well developed written and verbal communication skills.
- Collaboration, partnership and team working skills.
- Applied thinking, decision making, situational analysis and problem solving skills – able to use initiative and take action.

Additional Requirements

- 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, flexi-time scheme, working from home opportunities.
- Generous Annual Leave – 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 – 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

