

# Housing

Ombudsman Service



**IT Support Officer**  
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 IT Support Officer - 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 2024-25
- 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 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 Wednesday 21st August 2024.

Short-list interviews: week commencing 9th September 2024.

**Note: Following unprecedented levels of interest in our vacancies, we reserve the right to close the role early. We intend on closing this role immediately if / when we receive 100 applications. We therefore strongly recommend that you apply as soon as possible.**

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

<b>Position:</b>	IT Support Officer
<b>Working pattern:</b>	Permanent
<b>Hours:</b>	35
<b>Location:</b>	Home-based with occasional office attendance
<b>Reports to:</b>	IT Team Manager
<b>Team:</b>	IT Team

## Overall purpose of the role

- The post holder will be part of a team that is responsible for IT Support at the Housing Ombudsman service covering both hardware and software.
- The IT Support Officer role will involve troubleshooting IT helpdesk support requests and writing documentation to add to the knowledge base for others to follow.

### Main Accountabilities

- Provide support by remote access, or occasionally in person, to IT users across the organisation working at all levels, including non-executive director support and senior leaders.
- To solve service desk calls for all IT users throughout the organisation in the event of hardware or software problems and faults. Where possible diagnosing and assisting the user in undertaking such tasks as are necessary to correct the problem or fault. Maintaining a log of the problem identified, actions taken and the outcome of such actions.
- Escalate support issues to internal senior team members or to external suppliers when it is appropriate to do so, and ensure all major incidents are escalated to appropriate bodies/parties as necessary.
- Work within and actively promote organisational / professional policies and procedures, such as the Acceptable Use of IT policy.
- Ensure all equipment in use by staff is safe, secure and its status is properly recorded on the IT Asset Register
- Liaise with hardware maintenance personnel as necessary and act as the point of contact for such personnel and staff throughout the Ombudsman service on IT maintenance enquiries, maintaining a log of status of hardware problems and faults.
- To keep up to date in all technical areas relevant to the job description
- To accurately record information and ensure data quality standards are adhered to.
- To ensure that the asset management regime of the organisation is kept up to date with accurate record keeping
- To undertake any other reasonable tasks allocated by the line manager.

*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

- CompTIA A+ / Microsoft certification (fundamental) / equivalent or higher - *desirable*

## Experience

- Demonstrable and significant experience in IT support roles.
- Experience providing excellent customer service, with the ability to remain calm and patient while assisting users
- To have a working knowledge of the Microsoft Office packages and applications
- Have experience in diagnosing and resolving technical issues, both hardware and software.

## Knowledge and Skills

- To be aware of the principles and practices involved in the running of a successful IT Service Desk.
- Have knowledge of hardware and software settings to resolve basic and complicated IT issues.
- To have an in-depth knowledge of Microsoft Client Operating systems (Windows 10 and onwards) in order to support staff equipment effectively.
- Able to accurately record information provided by users and draw appropriate conclusions from that information.
- Effective verbal and written communication skills to explain technical concepts in non-technical terms.
- A meticulous approach to documenting issues, solutions, and customer interactions.

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## Behaviours

- **Excellence** - To be able to work well under pressure, prioritise and carry out the work to the high standards expected.
- **Openness** - To provide well-mannered and understandable explanations of problems to the end user if necessary.
- **Excellence** - Be able to show forward thinking and initiative when undertaking difficult problems and situations.

## 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 £31,790.57 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

