

Housing

Ombudsman Service



Customer Insight 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 Customer Insight 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 remit 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 Wednesday 16 October 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 4 November 2024 (likely to be 4 and 5 November).

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:	Customer Insight Lead
Working pattern:	Permanent
Hours:	Full-time (35 hours per week)
Location:	Home-based, with occasional office attendance

Role purpose summary:

The Customer Insight Lead (CIL) role sits within the Quality and Customer Insight function of the Housing Ombudsman Service which is responsible for delivering the effective resolution of service-related complaints, identifying key insight, and sharing recommendations to improve organisational performance and service quality.

The postholder will report to the Customer Insight Manager (CIM) and work alongside several Service Complaints Investigators (SCIs) and a Customer Insight Support Officer (CISO). The CIL will play a key part in the Ombudsman's internal complaints process and ensure the appropriate deployment of staff to meet service level agreements and quality standards of the day-to-day running of the service complaints function. The CIL will contribute to the development of guidance and processes for the team through analysing feedback and insight, and assist on projects relating to customer satisfaction and quality management across HOS.

Responsibilities and Outcomes

- To significantly contribute to the operational delivery of service complaints investigations and outcomes, ensuring they are completed within our timeliness performance indicators and meet our agreed quality standards.
- To deliver, record, report, and develop management information. Identify themes and trends, consider continuous improvement opportunities and report to the CIM to feed into the Quality Standards Manager (QSM) for the quality improvement cycle.

Responsibilities and Outcomes cont....

- To lead and manage alongside the CIM several Service Complaints Investigators (SCIs) and Customer Insight Support Officers (CISOs), overseeing workloads, mentoring, coaching, accrediting new team members, and quality checking team and individual outputs.
- To manage a caseload of escalated Stage 2 service complaint investigations.
- To assist with complex queries about Stage 1 service complaints and guide SCI investigations, responses, and remedies.
- To take all steps necessary to investigate Stage 2 service complaints in a timely and fair manner, and in accordance with the Ombudsman's complaints standards while formulating appropriate and proportionate remedies. Provide clear, coherent, and concise responses.
- To assist with and prepare / deliver organisational wide learning relating to customer insight and service complaints, participating and speaking at colleague events as required.
- Ensure strong and ongoing communication with operational staff and managers, Quality, Engagement & Development colleagues and the CIM to identify appropriate actions following learning from service complaints and reports from the Independent Reviewer of Service Complaints. Monitor actions through the improvement cycle and report ongoing issues to the QSM.
- Be responsible for preparing legal files for Judicial Reviews / Court claims as required.
- To assist the CIM with development of policies, standards, guidance, and processes.
- Support the CIM to develop the Ombudsman's methods of obtaining customer feedback and engaging with service users.
- Utilise project management skills and work with colleagues across the Housing Ombudsman Service to gain relevant customer accreditation(s) for 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 in a relevant discipline or subject area.

Experience

- Experience of working with a team to deliver against set targets, KPIs and quality standards.
- Experience of working in an internal quality standards or internal complaints environment.
- Experience and knowledge of project management techniques and delivering improvements (*desirable*).

Knowledge and Skills

- Project management / support.
- Excellent written communication – ability to write reports, guidance, and project documents.
- Ability to research, objectively analyse large amounts of complex written information and make evidence-based decisions.
- Data analysis to support management information reporting.
- Ability to use and guide staff on a wide range of techniques to deal with difficult situations effectively.
- Knowledge of dispute resolution and complaint handling (*desirable*).

Behaviours

- Working autonomously and making decisions about day-to-day operational work and resourcing.
- Mentoring or coaching staff to support team development.
- Organised, with planning and prioritising skills.
- Customer focused, ability to deal with a wide range of people and tailor services according to individual needs.
- Proactively seeks to learn (on an individual and organisational basis).
- Relationship management and collaborative working.

Additional Requirements

- 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

