

# Housing

Ombudsman Service



**Policy and Parliamentary 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 Policy and Parliamentary Lead - 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 carry out a panel interview. It is likely that this interview will be conducted remotely (via MS Teams).

### Indicative Timetable

Closing date for receipt of applications: 23.59 on Thursday 31 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: w/c 18 November 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>	Policy and Parliamentary Lead
<b>Working pattern:</b>	6 Month Fixed Term Contract
<b>Hours:</b>	Full-time (35 hours per week)
<b>Location:</b>	London, Manchester, or home-based, with regular travel required

## Overall purpose of the role:

This role will support the Housing Ombudsman Service in its public affairs activities and policy objectives to build our relationships with elected representatives to promote awareness of our role and ensure that the Ombudsman's voice is heard in government, both national and local, and across the housing sector.

You will be doing this at a time of seismic change in the social housing policy landscape in the wake of the Grenfell Tower Phase 2 inquiry recommendations and the upcoming introduction of Awaab's Law as well as other forthcoming changes in the legislative and regulatory framework.

This is a highly collaborative role and you will take a leading role in planning and delivering on the Ombudsman's priority policy areas. You will develop and deliver political and parliamentary stakeholder engagement and play a key role in engaging with policymakers, civil servants, politicians, councillors, relevant regulators and Ombudsman schemes, and other key stakeholders.

You will develop and deliver a variety of projects to support the work of our sponsor Department, HCLG Select Committee, and All-Party Parliamentary Groups, to inform key decision makers and influence policy, coordinate the Ombudsman's parliamentary and local government engagement and develop stakeholder relationships.

You will prepare communications, reports and policy briefings for internal and external audiences and help ensure our systemic work has impact. You will be joining the Quality, Engagement and Development directorate, with a varied and challenging remit to ensure the important lessons from our casework are shared.

### Main Accountabilities

The Policy and Parliamentary Lead will lead activities to:

- Monitor the activities of Government and Parliament, relevant to HOS's role, particularly the work of the HCLG Select Committee - and feed back key issues of relevance in the political landscape, advising on how our activities fit into this.
- Develop policy positions on matters that impact HOS and seek to influence change in public policy in line with the organisation's strategic interests
- Identify trends in our casework and communicate to inform improvements in housing policy which reflects the lessons from our investigations, providing advice for recommendations aimed at policymakers for reports produced by the Housing Ombudsman Service.
- Leading partnership working with key partners, developing reports and strategically organising and supporting events in Parliament such as All Party Parliamentary Groups.
- Representing and presenting on behalf of the Housing Ombudsman Service at relevant meetings and events internally and externally.
- Developing relationships with the offices of regional Mayors and combined authorities, and local government.
- Strategically supporting our plan to improve HOS's service to MPs' offices and Councillors to support their constituency role.
- Prepare communications, reports and policy briefings for internal and external audiences.
- Drafting responses to key government consultations and written evidence to inquiries, working closely with relevant Heads of Service and members of the Executive Leadership Team on consultations and reports.

# Person Specification

## Qualifications

- Degree or relevant equivalent CPD

## Experience

### *Essential*

- Experience of communicating and engaging with a range of stakeholders including internal and external audiences.
- Experience of monitoring government policy and writing briefings and reports for a range of key internal and external stakeholders.

### *Desirable*

- Experience of supporting the work of Select Committees and All-Party Parliamentary Groups.

## Knowledge and Skills

### *Essential*

- Understanding of the role of the Ombudsman.
- Excellent writing/editing skills with the ability to communicate technical or complex information in a clear, engaging way and with clarity and focus that meets the needs of different audiences.
- Understanding of political stakeholder engagement planning and delivery.
- Excellent organisation skills with the ability to manage own workload, competing priorities and plan work effectively to meet tight deadlines.
- Ability to develop and maintain key relationships within the organisation and externally to maximise the effectiveness of our political engagement.
- Knowledge of the political landscape within England, including devolution and local government.
- Interest in social housing policy issues.
- Ability to analyse legislation and understanding of recent developments in the housing legislative and regulatory landscape.
- Ability to understand and deploy quantitative and qualitative research methods to support briefings and reports.

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**Knowledge and Skills cont...**

*Desirable*

- Understanding of the interface between the Ombudsman and the Regulator, and the courts.

**Behaviours**

- Able to make decisions based on evidence. (Fairness - we use evidence to inform our decisions).
- Committed to supporting learning within the social housing sector (Learning – we support the development of others).
- Willing to be viewed as an ambassador for HOS (Openness - we are proud ambassadors for HOS).
- Demonstrably able to collaborate with purpose. (Excellence - we collaborate with purpose)

**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 £52,250.29 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

