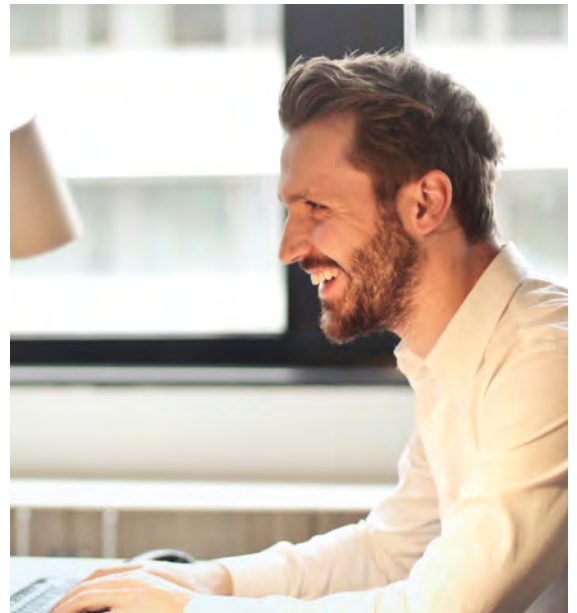


Housing

Ombudsman Service



Accessibility, Safeguarding & EDI (Customer) 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 Accessibility, Safeguarding & EDI (Customer) 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 carry out a panel interview via MS Teams.

Indicative Timetable

Closing date for receipt of applications: 23.59 on Monday 25 November 2024.

Note: Following unprecedented levels of interest in our vacancies, we reserve the right to close the role early when / if we receive 80 applications.

Short-list interviews: Tuesday 17 December 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:	Accessibility, Safeguarding & EDI (Customer) Lead
Working pattern:	Temporary fixed-term contract – 12 months
Hours:	Full-time (35 hours per week)
Location:	Home-based

Overall purpose of the role:

The Accessibility, Safeguarding & EDI (Customer) Lead role sits within the QED function of the Housing Ombudsman Service, which is responsible for delivering Quality, Engagement and Development across the organisation.

The role will co-ordinate and deliver all organisational activities in relation to customer accessibility, safeguarding and EDI. The postholder will engage with and support the organisation to ensure that the tools and skills are in place for HOS to continue to enhance the accessibility and inclusivity of its services to customers on an ongoing basis.

The Accessibility, Safeguarding & EDI (Customer) Lead will:

- provide overall subject matter expert knowledge and organisational support - coordinating, developing, reviewing, assessing and delivering customer facing services, tools and policies that positively impact HOS service delivery to customers.
- ensure that there are robust policies, processes and guidance in place, to support HOS staff in delivering these services, evaluating their effectiveness.
- monitor and report on organisation adherence as required, highlighting and mitigating risks
- contribute to the achievement of HOS' customer plans.

Main Accountabilities

- Deliver and maintain a robust set of policies, processes and guidance documents that support all HOS directorates, coordinating communication and engagement to ensure successful delivery.
- Be the Subject Matter Expert (SME) in the key areas of Accessibility, Safeguarding and Reasonable Adjustments, supporting and championing HOS' EDI focus and progress.
- Contribute to the development of new policies, processes and guidance documents in relation to HOS EDI focus, supporting the delivery of customer-centric outcomes.
- Identify legislative, regulatory and organisational developments / changes, which may impact HOS, and update policies, processes and guidance to incorporate.
- Deliver and maintain a structure that evaluates and reports on adherence to relevant HOS policies and processes, sharing reporting, insight and recommendations with key stakeholders to drive changes and improvements.
- Be responsible for the maintenance, communication and reporting of relevant organisational EDI data and action plans, ensuring senior leaders are advised and informed of progress.
- Ensure strong and ongoing communication and engagement with key stakeholders across the organisation, supporting gap closure and driving tangible improvements via joint action plans.
- Participate in the creation and delivery of all relevant training and work with customer-facing areas to ensure that learning is embedded.

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

- Relevant degree level or equivalent, or evidenced, CPD.

Experience

Essential

- Experienced in delivering and maintaining services that positively support individuals with additional needs.
- Experienced in developing, reviewing and maintaining policies, processes, guidance and learning materials.
- Experienced in leading on customer-centric policy, process and guidance creation.

Knowledge and Skills

Essential

- Expert knowledge of inclusion and accessibility to front-end customer services, with focus on digital and telephony access.
- Skilled communicator, able to form and maintain effective relationships with stakeholders at all levels, internally and externally.
- Subject matter expert knowledge of legislation, regulation re Accessibility and Safeguarding.
- Effective stakeholder management skills, at multiple levels.
- Ability to work collaboratively to deliver organisational outcomes.

Desirable

- Knowledge of Equality, Diversity and Inclusion law as it applies to Government bodies and across the social housing sector.

Behaviours

- Committed to supporting the learning and development of others in SME fields.
- Collaborative approach to improving user service and experience.
- Positive approach to change at all levels, to deliver excellence in services.
- Utilises data and insight to deliver informed and fair decisions, outcomes.
- Open and transparent approach, taking accountability for direction, decisions and outputs

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

