

Housing

Ombudsman Service



**Organisational Development
Business Partner**
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 Organisational Development Business Partner - 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, starting with a brief presentation. It is likely that this interview will be conducted remotely (via MS Teams).

Indicative Timetable

Closing date for receipt of applications: 23.59 on Sunday 10 November 2024.

Note: Following unprecedented levels of interest in our vacancies, we reserve the right to close the role early when / if we receive 150 applications.

Short-list interviews: 25 and 26 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.

Job Description

Position:	Organisational Development Business Partner
Working pattern:	Permanent
Hours:	Full-time (35 hours per week)
Location:	Home-based with occasional cross-country travel expected

Overall purpose of the role:

The Organisational Development Business Partner sits within the People Function of the Housing Ombudsman Service which is responsible for delivering an effective people strategy that aligns with the organisational vision, values and behaviours.

The Organisational Development Business Partner will support on delivering the organisational development agenda – the development and implementation of organisational wide L&D strategy, policy and plans and the embedding of our values and behaviours organisation wide. The post holder will collaborate with leaders to deliver systemic change through People activities and contribute to positive outcomes across all areas.

Main Accountabilities

- Support the delivery of the Learning & Organisational Development (L&OD) Strategy through a continuous programme of work.
- Work with the Learning and Organisational Development Manager to develop and implement organisational wide OD policy and plans to ensure delivery of our OD agenda.
- Support the delivery of OD activity - embedding values and behaviours, delivery of systemic structural and cultural change - ensuring the People team significantly contribute to organisation wide systemic improvement.

Main Accountabilities continued

- Work with managers across HOS to ensure delivery of positive cultural and structural change across the organisation, delivering policy, process and activities which align with, and embed, HOS values and behaviours.
- Develop and maintain relationships with internal stakeholders to understand organisational needs which will drive our L&OD offering
- Using organisational intelligence and your experience, promote self-development and enhance the future training offer to our staff and promote a culture of continuous development for our workforce.
- Monitor, measure the impact, and report on OD plans and achievements to ensure continuous improvement, promoting and sharing best practices and organisational learning.
- Promote the OD programme and provide information and guidance to staff through regular contributions to the intranet (Hoogle) L&OD microsite and Viva Engage platforms.
- Communicate and promote HOS vision, values and behaviours.
- Support L&OD Manager and Head of People on the oversight of our Corporate Social Responsibility initiatives. Recognising the changing demands on the staff and competing priorities to ensure deadlines and targets are met and the L&D programme is delivered successfully whilst communicating any changes effectively to all staff.

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 or relevant equivalent CPD, such as CIPD or HRM qualifications

Experience

Essential

- Experience of supporting the delivery of a strategic approach to a learning and organisational development function that reflects the needs of the organisation.
- Experience in supporting cultural change programmes that have added significant value to the organisation.
- Experience of successfully supporting the delivery of an OD programme which identifies, assesses, delivers and evaluates the learning needs of an organisation and individual employees.
- Experience of creating OD plans, devising and undertaking training as required.

Desirable

- Experience of reporting from Learning Management Systems and Feedback Mechanisms.

Knowledge and Skills

Essential

- Ability to prioritise and organise a large volume of work with frequently changing priorities and work systematically towards tight deadlines.
- Ability to produce written work to a high standard, including written reports and training materials.
- The ability to communicate, engage, and influence and persuade colleagues at all levels of the organisation.
- Strong IT skills, including excellent use of Microsoft packages, and other software and systems which can enable delivery of our H&W and EDI strategy.

Behaviours

- Fairness - Committed to delivering fair outcomes for all employees, residents and candidates in recruitment
- Learning – Committed to developing others
- Learning – Committed to sharing learning and insights with colleagues
- Excellence - Committed to enhancing an organisation as a great place to work

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 £45,960.25 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

