

Housing

Ombudsman Service



Transformation Director
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 Transformation Director - job profile and person specification. **Please note that this role will be offered on the basis of a Fixed Term Contract, expected to be for a minimum term of 18 months.**
- 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 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 complete an online personality questionnaire and ability test in advance of their short-list interview with the Housing Ombudsman Service.

It is likely that these interviews will be conducted remotely (via MS Teams).

Indicative Timetable

Closing date for receipt of applications: 12.00 Noon on Tuesday 7th January 2025.

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: likely to be in week commencing 20th January 2025.

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:	Transformation Director
Working pattern:	Fixed Term Contract - 18 months
Hours:	35
Location:	Home-based
Accountable to:	Chief Operating Officer

Overall purpose of the role

The Transformation Director role leads the Transformation Office of the Housing Ombudsman Service. The Transformation Office will track the delivery and success of the organisation-wide programme of transformation, providing support across all aspects of the business – people, processes, practices, systems, communication, engagement and project methodology and delivery. This change will be driven by HOS' vision, 5-year corporate strategy and underpinned by our values and behaviours.

As part of the Executive Leadership Team, the Transformation Director will provide strategic guidance and direction at a senior level to the organisation's leadership and will report in to both the Executive Leadership Team and Advisory Board.

The postholder will lead the Transformation Office, outlining a roadmap for transformation with clear milestones, deliverables and measures of success. The Transformation Director will work with their direct reports, leaders across the organisation and external stakeholders and consultants, to ensure delivery of the transformation programme and the embedding of this into new ways of working.

Responsibilities and Outcomes

- To have overall responsibility and accountability for the development and delivery of Housing Ombudsman Service organisation wide transformation programme within defined timescales and budget.
- Ownership of the target operating model and design principles agreed by the Executive Leadership Team and ensuring all transformation activity supports these.
- Accountable for creation and delivery of a transformation roadmap with clear outcomes, milestones and goals.
- To provide leadership and support to managers and staff in the Transformation Office, and throughout HOS, delivering a range of transformation, organisational development and project management activities across HOS.
- To be first point of contact with external consultants, working in close collaboration throughout delivery of the programme, ensuring they are accountable, productive, and provide value for money.
- To support the Transformation Office in creating effective performance tracking infrastructure, enabling accountability, ownership, planning, agility, innovation and collaboration and maintaining momentum throughout delivery.
- To support the Organisational Development team in identifying and embedding new ways of working, mindset and behavioural changes, and driving a culture of collaboration, innovation and agility.
- Accountable for transformation communications with colleagues and stakeholders, providing clear channels for feedback and engagement.
- Provide support to the Executive Leadership Team, maintaining communications, giving and receiving feedback and providing ongoing updates, sharing resources guidance and resources to enable delivery of transformation across all Directorates.
- Working alongside directors and project leaders to provide critical friend challenge.
- Ensure excellent and robust governance arrangements across all transformation programmes and projects that support delivery of the transformation.
- Develop and implement policies, processes and standards that ensure high quality and efficient ways of working are implemented with a focus on continuous improvement to productivity.

Responsibilities and Outcomes continued

- Is an active and effective member of the Executive Leadership Team, living our values and role modelling our behaviours at all times

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

- Level 7 Project Management or equivalent relevant CPD

Experience

Essential

- Demonstrable significant experience of delivering transformation in a medium-sized organisation, ideally in the public sector.
- Significant successful experience of programme management, delivering multiple projects on time and to budget.
- A track record of leadership and management including senior staff in both vertical and matrix structures.

Knowledge and Skills

Essential

- The ability to communicate effectively with stakeholders and colleagues at a senior level, demonstrating high levels of engagement and ability to use feedback for learning and improvement.
- A track record of fostering and embedding a culture of collaboration at a senior level to deliver high quality outcomes.
- Demonstrable ability to successfully negotiate with and influence colleagues and stakeholders at all levels.
- Able to deal with uncertainty, conflict, complexity and risk, adopting flexible approaches and behaving with agility, navigating a path through to successful outcomes.
- A well developed and applied understanding of programme and project management techniques, including delivery across multiple service areas in tandem.

Behaviours

Fairness – Evidence a track record of building an inclusive workplace environment, where all staff can give their views and be heard.

Fairness – Demonstrate the ability to create a culture of fairness for both staff and stakeholders.

Learning – Committed to the development of staff through learning.

Learning – Open to embracing new ways of working, and embedding them within your teams.

Openness – A demonstrable willingness to be accountable for your decisions, and delivery of your service.

Openness – Evidence of representing organisations as an ambassador, being accountable externally for performance and delivery.

Excellence – Demonstrate a track record of delivering continuous improvements.

Excellence – Committed to collaboration and engagement to deliver success.

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 £94,818.23 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.
- Generous Annual Leave – Minimum of 27 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.
- 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

