

Housing

Ombudsman Service



IT Senior Officer
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 IT Senior Officer - 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 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 carry out a panel interview with the Housing Ombudsman Service. It is likely that the interview will be conducted remotely (via MS Teams).

Indicative Timetable

Closing date for receipt of applications: 23.59 on Thursday 23rd January 2025.

Short-list interviews: week commencing 3rd February 2025.

Note: Following unprecedented levels of interest in our vacancies, we reserve the right to close the role early. We intend on closing this role immediately if / when we receive 120 applications. We therefore strongly recommend that you apply as soon as possible.

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:

Stage 1 - create an account. This largely focuses on the information that you would include in your CV.

Stage 2 - upload and submit your supporting statement.

Please note that once you have submitted your application for a specific role, that 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:	IT Senior Officer
Grade:	3 (£52,250.29)
Working pattern:	Permanent
Hours:	35
Location:	Home-based with occasional office attendance

Overall purpose of the role

The IT Senior Officer role sits within the Corporate Information & Governance function of the Housing Ombudsman Service which is responsible for delivering all aspects of IT technical support to the organisation ensuring the organisation has the tools, platforms and hardware to do their jobs. This involves troubleshooting, providing advice and developing guidance (including the ongoing support of IT infrastructure and security) and ensuring compliance with all corporate requirements and policies.

The IT Senior Officer will provide proactive advice including IT risk management, with a subject matter expert focus on system, data and cyber security, and supports the IT Team Manager as required. The IT Senior Officer will also ensure that our environment is secure, fit-for-purpose, and maintained appropriately.

Responsibilities and Outcomes:

- Subject matter expert (SME) in the administration, effectiveness and security of all key business systems, including but not limited to, our case management system (CMS) Workpro, Finance system (Oracle), and HR system (People HR)

Responsibilities and Outcomes

- Ensures that all systems are appropriately licensed, accessed, maintained and developed, working with system expert users across the organisation to help drive efficiency.
- Contributes to a strong disaster recovery / business continuity plan with appropriate redundancy and backup systems.
- Be the escalation point for incidents and issues within the IT team as required.
- Contributes to the ongoing cyber security development and maintenance at the Housing Ombudsman, supporting the Data Protection Officer from a technical standpoint during DPIAs and data breaches.
- To keep up to date in all technical areas relevant to the job to ensure that IT best practice is followed within the Housing Ombudsman and the IT Team, in line with the Housing Ombudsman operating practices/ policies including central government Functional Standards.
- Participates in IT/cyber security related projects as a technical adviser/ lead.
- Works as part of the wider Housing Ombudsman IT Support team covering escalated support queries from the support desk, mentoring and supporting junior members of the team, providing excellent customer service support.
- Ensures Housing Ombudsman information (records management) is properly maintained in our SharePoint environment, and sites developed appropriately, in line with Data Protection/Information Governance policies.
- To undertake any other tasks as reasonably requested by the line manager.
- 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

- Should be educated to level 3 or equivalent
- Should hold an IT Security Certification (CompTIA Sec+ or equivalent)
- ITIL (Foundation level or higher)
- Should hold Expert/Advanced level Certification or equivalent - (Example Microsoft 365 Certified: Administrator Expert, Microsoft Certified: Cybersecurity Architect Expert, CompTIA CySA+)

Experience

Essential

- Minimum of five years' experience of working in IT systems support.
- Proven experience in handling complex IT incidents, conducting root cause analysis, and implementing solutions to prevent recurrence.
- Proven experience leading IT projects and coordinating with stakeholders to ensure successful project outcomes.
- Familiarity with cyber security frameworks such as NIST, ISO 27001, and CIS (Center for Internet Security).
- Expertise in Azure infrastructure, Microsoft 365, Intune, and high-level troubleshooting.
- Expertise/Knowledge of IT Service Management.
- Experience in conducting security risk assessments on software or services.
- Sound information management experience and data protection understanding.

Desirable

- Understanding of compliance requirements like GDPR, HIPAA, and PCI-DSS.

Knowledge and Skills

Essential

- Personal development and adaptability – willingness to learn new things as required for the role.
- To be able to work well under pressure, prioritise and carry out the work to the high standards expected.
- Excellent communication skills - provide well-mannered and understandable explanations of problems to the end user.
- Proven ability to make informed decisions, solve complex problems, and anticipate potential issues.
- Proven ability to take a holistic view of a issue/incident to see how it will impact the service and appropriate mitigations that can be used to reduce the impact.

Behaviours:

Desirable

- Demonstrable ability to collaborate with purpose.
- Able to make HOS 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 £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 and flexi-time scheme.
- Generous Annual Leave – Minimum of 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 – cycle to work scheme, free yearly health check-up, employee assistance programme, access to CSSC Sports and Leisure website, discounts on days out, restaurants and high street shopping (coming soon), 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

