

Housing

Ombudsman Service



**Sector Learning
& Development 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 Sector Learning & Development Lead (12 Month Fixed-Term Contract) - 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 competency based interview, at the start of which you will be asked to deliver a short presentation. It is likely that the interview will be conducted remotely (via MS Teams).

Indicative Timetable

Closing date for receipt of applications: 23.59 on Wednesday 5th February 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.

Further, we request that candidates who applied to this role in December 2024 do not re-apply on this occasion.

Short-list interviews: w/c 24th February 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: Sector Learning & Development Lead

Working pattern: 12 Month Fixed-Term Contract

Hours: 35

Location: Home-based

Role purpose summary:

The Sector Learning & Development (SL&D) Lead role sits within the Insight and Development function of the Housing Ombudsman Service which is responsible for the support and delivery of the Sector Learning & Development offer to external stakeholder organisations.

The Centre for Learning is home to a range of high quality and accessible tools, documentation, and learning from across the sector. External stakeholder organisations can find good practice examples, e-learning, microlearning, webinars, videos, toolkits and podcasts hosted by experts from the Housing Ombudsman. The role of the SL&D Lead is to work collaboratively with colleagues to identify external stakeholder needs, and actively contribute to the planning, design and delivery of the Centre for Learning content.

Responsibilities and Outcomes

- To significantly contribute to the delivery of a coherent, impactful and professional sector learning offer.
- To design and deliver digital media tools (including podcasts, webinars etc) for dissemination through the Centre for Learning and other channels deemed appropriate.
- To work collaboratively with key external stakeholder organisations to identify needs and develop and evolve learning content.
- To lead on managing a wide range of high-quality learning tools for the Centre for Learning ensuring appropriate style, tone and creative approach.
- To be responsible for the gathering and evaluation of customer feedback to measure success and impact of the Centre for Learning.
- To significantly contribute to the administration of the Learning Management System, ensuring accessing content is intuitive and meets the needs of individual stakeholders.
- To assist with reporting on success and sector engagement outcomes.
- To host and deliver learning programmes online and in person as appropriate.
- To represent the Ombudsman with confidence at external events – building the reputation of the Service.

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 4 Certificate in Education and Training or equivalent relevant CPD

Experience

- **Can demonstrate a creative approach in the design and delivery of a range of high quality, accessible and engaging training programmes for a variety of different external stakeholder organisations.***
- **A proven track record of creating accessible learning resources using software content creation tools, (for example Articulate Storyline, Rise) for digital learning.***
- **Ability to evaluate the success and impact of learning tools, resources and programmes.***
- **Demonstrable experience of public speaking and successfully delivering presentations to external stakeholder organisations.***

Knowledge and Skills

- Can demonstrate the ability to work independently with an organised and methodical approach.
- **Skilled in identifying external customers learning needs at different levels including on an organisation wide basis.***
- **In depth knowledge of IT and software tools for digital learning.***
- Skilled in creating and delivering engaging presentations to a wide range of external stakeholders.
- An understanding of the role of the Housing Ombudsman. (*Desirable*)

***Please note: your supporting statement will be assessed against the six criteria in bold, so please ensure that you evidence these criteria within your supporting statement.**

Behaviours

- Committed to supporting the learning and development of others.
- Demonstrable ability to collaborate with purpose.
- Willing to be viewed as an ambassador for HOS.
- Willingness to work flexibly within the team to ensure high quality, effective and efficient services are delivered.

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

