

Housing

Ombudsman Service



**Executive and Governance
Support 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 Executive and Governance Support 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 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. It is likely that this interview will be conducted remotely (via MS Teams).

Indicative Timetable

Closing date for receipt of applications: 23.59 on Wednesday 26 March 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: week commencing 22nd April 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:	Executive and Governance Support Officer
Working pattern:	Permanent
Hours:	35 per week
Location:	Home-based with occasional office attendance

Role purpose summary:

The role reports to the Strategy and Governance Manager and is part of the Corporate and Information Governance service.

The Executive and Governance Support Officer provides a comprehensive, proactive and timely governance support service to the Housing Ombudsman, Executive Team, and Corporate and Information Governance Service.

The role involves management of diaries and email accounts, making travel arrangements, dealing with enquiries, supporting with risk and assurance reviews and making a wider contribution to the effective leadership and management of the Senior Leadership and Directorate Management Teams.

The role provides governance support to meetings and their members as required including meetings management, minute taking and action tracking.

Responsibilities and Outcomes:

- Ensuring that the Housing Ombudsman and Chief Operating Officer's programmes are managed effectively, liaising regularly with other teams to obtain any papers in advance of meetings and responding to queries as appropriate, and commissioning and compiling information ahead of stakeholder meetings or speaking engagements.
- Responding quickly and efficiently to support requests from the Housing Ombudsman, Chief Operating Officer and Directors.

Responsibilities and Outcomes continued

- Managing correspondence from the public to the Ombudsman.
- Providing governance support to the Chief Operating Officer and Directors, commissioning and compiling reports and information ahead of meetings or speaking engagements.
- Delivering against key internal corporate governance work, deadlines and meeting dates and planning work accordingly.
- Organising external meetings and attendance at conferences and events for the Housing Ombudsman, Chief Operating Officer and Directors, including travel and accommodation arrangements.
- Supporting the Governance boards and committees administratively and ensuring that logistics are in place for both individual members and for meetings, for example travel/hotel bookings, papers are sent out on time, and rooms are booked with required equipment and refreshments.
- Supporting Directorate meetings and chase agenda items.
- Working with colleagues to review risks and assurance mapping documents, tracking and reporting change.
- Working alongside colleagues to maintain and update actions logs arising from meetings and to support colleagues with the update of risk registers and assurance maps.
- Working efficiently to produce minutes, notes / follow-up emails and delivering on tasks and actions arising from corporate governance meetings. Booking meetings as required and meeting and greeting any external visitors when office attendance is required.
- Ensuring confidentiality, sensitivity, and discretion in all aspects of the role.
- Any other reasonable duties, including project work as directed by the Strategy and Governance Manager or Head of 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

- Either educated to a vocational level (e.g. BTEC, apprenticeship) with experience working within a busy office environment, or degree-level education with office experience.

Experience

Essential

- **Experience of secretariat duties particularly minute taking, action logging and managing papers***
- **Experience of organising and co-ordinating at executive level***
- Experience of working under pressure to deadlines and using initiative

Knowledge and Skills

Essential

- Excellent customer service skills
- Good organisational and project management skills
- Advanced knowledge and experience of Microsoft Office suite
- Excellent communication skills and eye for detail and accuracy
- Ability to present written and verbal information in a clear and concise manner
- Knowledge of the Housing Ombudsman Service (*desirable*)

***PLEASE NOTE: applications that do not evidence this experience will not be short-listed.**

Behaviours

- Able to plan, organise and prioritise high workload
- Able to work in a confident manner with an organised and methodical approach
- Excellent team worker, with the ability to build relationships at all levels
- Resilient, determined and able to work under pressure
- Assertive, can do, makes things happen attitude
- Ability to be diplomatic and confidential with a mature outlook
- 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 £41,584.08 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

