

Housing

Ombudsman Service



**Quality Standards
Manager**
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 Quality Standards Manager - 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 remit within our organisation.

Short-listed candidates will be asked to carry out a short-list interview.

The interview will be conducted remotely (via MS Teams).

Indicative Timetable

Closing date for receipt of applications: 09.00 on Monday 7th April 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 5th May 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:	Quality Standards Manager
Working pattern:	Permanent
Hours:	Full-time (35 hours per week)
Location:	Home-based, with occasional office attendance

Role purpose summary:

A key role with responsibility for assessing and assuring the quality of the Ombudsman's casework, working with individuals and teams to achieve high quality casework decisions and managing any risk to the Ombudsman's reputation of poor decision making, including managing legal challenges to our decisions.

Responsible for overseeing quality assurance of casework within our operational areas, and the achievement of our strategic objectives in line with our values and KPIs.

Responsible for the development and implementation of the quality framework, including the design and implementation of systems for quality control and assurance and tracking of actions and improvement.

Ensuring the analysis of customer feedback, demonstrating we learn from outcomes, and sharing the findings with the Senior and Executive Leadership Teams.

Supporting the development of innovative and creative learning for caseworkers, embedding learning and improvements relating to quality, through maximising engagement across all stakeholder areas.

Responsible for the development and review of quality and feedback related policies, and ensuring that these policies are reflected across others where required.

Managing the Quality Standards team, ensuring that objectives are set and performance is managed, development opportunities are pursued and the team meets the needs of the service.

Responsibilities and Outcomes

- Leading regular quality assurance exercises through risk-based sample selection across a range of our casework, including activities to support delegated authority, policy, process changes. Planning, co-ordination and management of QA including selection, tracking actions and embedding outcomes across wider team, identifying reputational risk.
- Designing and delivering content within inductions and forum sessions to colleagues to increase engagement and understanding of the quality standards and other quality matters.
- Project management of business plan activities and projects relating to quality, including collaboration with colleagues where required.
- Delivering on quality KPIs, tracking activities and ensuring reporting is in place to inform relevant stakeholders.
- Delivery of the quality team performance and internal performance indicators.
- Proactive engagement with key stakeholders across the organisation to identify issues and develop approaches that will result in consistent high-quality decisions.
- Responsible for the development and review of quality and feedback related policies, ensuring that these policies are reflected across others where required. Making recommendations for change, managing the implementation and dealing with the implications of any change.
- Use regular analysis of customer feedback, casework review requests and complaints against the service to identify areas for improvement and ensure actions are taken to deliver these improvements. Sharing this report with the Executive and Senior Leadership Teams and tracking delivery of agreed actions to timescale by owners.
- Managing and supervising the Quality Leads, including planning workloads and activities.
- Developing and maintaining resources to support quality in our casework, Working collaboratively with the Casework Excellence area.
- Working collaboratively with colleagues and being involved in mentoring and coaching where appropriate.
- Any other tasks as may be required in the role.

Responsibilities and Outcomes cont....

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

- Degree level or equivalent in a relevant discipline or subject area.

Knowledge and Experience

Essential

- **Experience of delivering and reporting on quality KPIs, tracking activities and performance.***
- **Experience of stakeholder engagement and partnering, collaborative working, at a range of levels.***
- **Experience of identifying issues and developing approaches resulting in consistent high-quality outputs.***
- **Experience in developing and implementing quality frameworks, policies, strategies tracking of actions and improvement.***
- **Experience of managing and developing teams, objective-setting, managing performance.***
- **Experience of analysing performance and customer data, themes and insights, identifying improvement areas, ensuring actions are taken and tracked to deliver improvements.***

Desirable

- Expert knowledge of housing law
- Knowledge and experience of responding to judicial review or legal claims
- Knowledge of the role of an Ombudsman

***Please ensure that your supporting statement evidences the Essential Knowledge and Experience criteria in bold. All applications will be assessed against these criteria.**

Skills and Abilities

- Research skills
- Proactive approach to learning and delivery
- Autonomous
- Organised – planning and prioritising skills
- Collaborative working
- Objective analysis
- Excellent report writing skills
- Customer care skills (*desirable*)

Additional Requirements

- Willingness to work flexibly to ensure high quality, effective and efficient services are delivered
- 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 £61,480.21 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 – 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.
- 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

