Housing Ombudsman Service

Job description: _____

Job title	People Business Partner
Grade	2a
Working pattern	Full time flexible
Hours	35
Location	Home-based

Role purpose summary

The People Business Partner role sits within the People Operations function of the Housing Ombudsman Service which is responsible for delivering People services including transactional people services, managing and developing the HR system, Payroll/Pensions and Business Partnering

The People Business Partner will provide a comprehensive advisory service to Housing Ombudsman Service leadership teams, managers and employees. As the People Ops team is a small team, the People Business Partner will be required to provide cover across the People Ops team and wider People team where necessary.

Responsibilities and outcomes

- To deliver an effective proactive business partnering service to an agreed part of the organisation, providing cover where needed across other areas of the organisation.
- Develop & maintain effective relationships with key stakeholders, offering appropriate guidance & challenge across a broad range of people management issues
- Be responsible for the provision of pragmatic and solution focussed human resources advice to ensure our managers are effectively supported to lead and manage their teams. This will include supporting in complex employee relations cases, ensuring cases are managed consistently and fairly, and any lesson learned are identified and resolved proactively.

- To significantly contribute to the delivery of the People Team plan, including development and implementation of new policies and processes.
- Provide guidance and advice to support management and leadership to deliver organisational change
- To work closely with the Payroll Officer and external payroll & pensions service providers to ensure an accurate and effective payroll service is provided to the workforce
- Update, develop and lead the implementation of People policies & associated toolkits
- Lead the delivery of agreed People team initiatives, working closely with colleagues, providing coaching and support to less experienced team members
- Analyse and interpret People data to identify trends, diagnose issues and provide recommendations
- The postholder should strive at all times to adhere to the Housing Ombudsman Service values of learning, excellence, openness, and fairness.

The Housing Ombudsman Service 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 employees to behave respectfully with courtesy and consideration, whilst carrying out their duties.

Person specification

	Essential (E), Desirable (D)	**Assessment method: Application (A), Test/assessment (T), Presentation (P), Interview (I)**
Qualifications/CPD		

CIPD level 5/and or equivalent relevant continuous professional development	E	A
Experience		
Significant experience of providing specialist, pragmatic and effective HR advice to managers as a member of a People Team, supporting the successful resolution of employee relation cases e.g. Disciplinary, grievance, and performance management	E	A/I
Experience of working in the public sector/not for profit in an operational HR role with the ability to identify the challenges and opportunities this may present	D	I
Experience of policy & process development including developing and delivering management development initiatives	E	A/T
Excellent communication skills with the ability to produce concise high-quality reports, policies and guidance/training	E	A/T
Experience of collaborating with senior leaders and managers and other stakeholders, providing advice and guidance around, for example, business planning, organisational change, people data and projects.	E	A/I
Knowledge and skills		
Ability to manage a varied sometime complex workload with competing	E	A/I

priorities in a continuously evolving organisation		
IT literate with experience of using Microsoft and HR information systems with experience of generating, analysing and interpreting reports	E	A/I
Update to date knowledge of employment legislation	E	A/I
Excellent communication, influencing and negotiation skills, with the ability to achieve results through collaboration		
Behaviours		
Willingness to work flexibly across the team to ensure high-quality effective People Services are provided	E	I
Team player who can build effective relationships & enjoys working collaboratively	E	I
Excellent planning & organisational skills with the ability to re-prioritise	E	I
Positive approach to problem solving	E	I
Additional requirements		
To comply with the Housing Ombudsman Equal Opportunities policies	E	
To comply with the Housing Ombudsman Health and Safety policies	E	
To comply with the Housing Ombudsman IT policies and procedures	E	

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.

Created by	People Manager
Date created	(updated) 4 October 2026
People team evaluator	
Date evaluated	