

Appointing 6 Dispute Resolution Advisors for the Housing Ombudsman Service

CASE STUDY

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Background

Morgan Hunt has partnered with the Housing Ombudsman Service for over five years, providing recruitment support across a range of teams. As part of this ongoing relationship, we have delivered a number of volume campaigns for temporary Dispute Resolution, Investigation, and Adjudication roles on an exclusive basis.

On this occasion, we were tasked with appointing six temporary Dispute Resolution Advisors, all required to start on the same date within one week of offer. The roles were critical in supporting complaint handling and ensuring service continuity during a period of increased demand.



*"Our mission is to
improve landlords'
services and
residents' lives
through housing
complaints."*



Challenges

This was a high-volume, time-sensitive campaign requiring six candidates to be recruited, selected, and onboarded within a very short timeframe. The roles were business-critical, with strict coordination needed around interviews, offers, and start dates to ensure all candidates began on the same day.

Key challenges included:

- Required strong experience in complaints handling, customer service, and ideally Social Housing or Local Government
- Need to secure six suitable candidates while managing risk of drop-outs across a volume campaign
- Tight recruitment and onboarding timeline from brief to start date
- Coordinating interview availability across multiple stakeholders and candidates
- Ensuring all candidates could start on the same agreed date despite notice periods and availability constraints
- Maintaining engagement throughout the process to avoid candidate withdrawal in a competitive market



Actions

We delivered this as a coordinated volume recruitment campaign, working closely with the Housing Ombudsman Service to agree a clear process and ensure all six roles were filled and mobilised on time.

Our approach included: →



1.

Conducted a detailed needs analysis with stakeholders to confirm requirements, person specification, and recruitment challenges

2.

Agreed a clear end-to-end timeline for the campaign, from briefing through to start date

3.

Activated existing talent pools and networks built from previous HOS campaigns to quickly identify suitable candidates

4.

Sourced, screened, and submitted a large pool of candidates, engaging over 60 individuals with relevant experience and availability

5.

Coordinated interview scheduling, feedback, offers, and onboarding across all stakeholders within a tight timeframe

6.

Managed ongoing communication with candidates and the client to maintain engagement and minimise drop-out risk throughout the process

Results

Morgan Hunt delivered a full shortlist and filled all six roles within the agreed timeframe, ensuring support was in place without disruption.



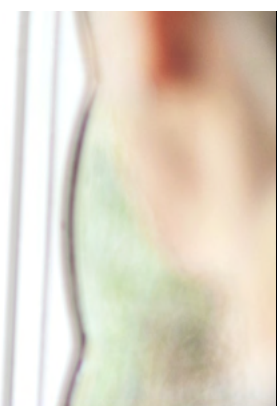
Presented a shortlist of
21 fully screened
candidates aligned to
the role requirements

11 candidates
progressed to
interview, resulting in
all 6 roles being filled
through Morgan Hunt

All candidates
accepted offers and
started on the same
date, ensuring a
coordinated
onboarding

Delivered the full
campaign within a one-
month timeframe from
submission to start

Positive client feedback
received, with the Housing
Ombudsman Service
delighted with the service,
process, and quality of
candidates



Testimonial

Worked with Alfie on several recruitment drives for temporary and permanent positions. We successfully recruited for each post with an excellent attrition rate. I would recommend Alfie if you're looking for either temporary or permanent staff.

John Hoarey

Head of Dispute Resolution

