



Recruitment Pack

Senior Housing Officer



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Join the NB Housing Team & get the following rewards

- Salary is **£40,000** per annum
- Generous **pension scheme** with a current employer contribution of **£7,600** per annum
- **Hybrid working** arrangement
- **23 days** annual leave pa rising to 28 after 5 years' service
- **12** customary holidays
- Enhanced occupational sickness scheme
- Private **Healthcare** option
- Excellent work and family friendly policies
- Employee assistance programme
- Flexitime scheme
- 37 hours per week: Mon-Thurs 9-5, Fri 9-4.30pm

The closing date for this post is Monday 8th July 2024 at 12 noon and applications should be returned via post to Gatelodge Office, 8 Flax Street, Belfast, BT14 7EQ, or by email to info@nb-housing.org. Applications received after this time will not be considered. CVs will not be accepted

Again, we would like to thank you for your interest in NB Housing and wish you every success.

INVESTORS IN PEOPLE®
We invest in people Gold

Investors in People Gold
Award recipient



Supporter of the Belfast
Business Promise

About NB Housing

NB Housing is a registered social housing provider created in 2014 after the merger of two community-based housing associations in North Belfast. We currently manage approximately 1,100 homes and our portfolio extends to supported housing, housing for the elderly and general family accommodation.

We are a not for profit business with charitable status led by a voluntary Management Board. We employ 42 staff including support staff within our supported housing schemes, caretaking service staff and head office staff. Our main area of operation is North Belfast but we have extended our activity to seek development opportunities across Northern Ireland. At NB Housing we are passionate about the role we play in society and believe our Vision, Mission and Values is what makes us.

Vision

Everyone has an affordable, sustainable home in a supportive community that enables them to lead their best lives.

Mission

To provide a place to call home and an outstanding service to those in need. A home where people feel:



They belong



Safe



Financially secure



Supported



Part of the fabric of the community

Our Governance and Senior Executive Structure

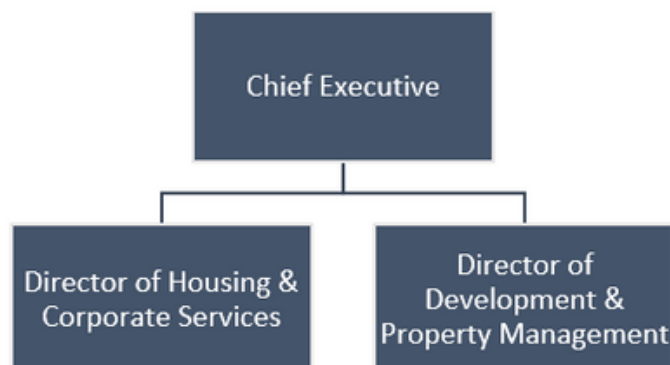
Our aim is to ensure that the governance of NB Housing complies with the requirements of the law, relevant regulators, and best practice. NB Housing is managed by 12 Voluntary Board Members from various professional and social backgrounds who meet regularly to govern the affairs of the Association.

The Board is supported by the Senior Management Team who is led by the Chief Executive.

Board & Subcommittee Structure



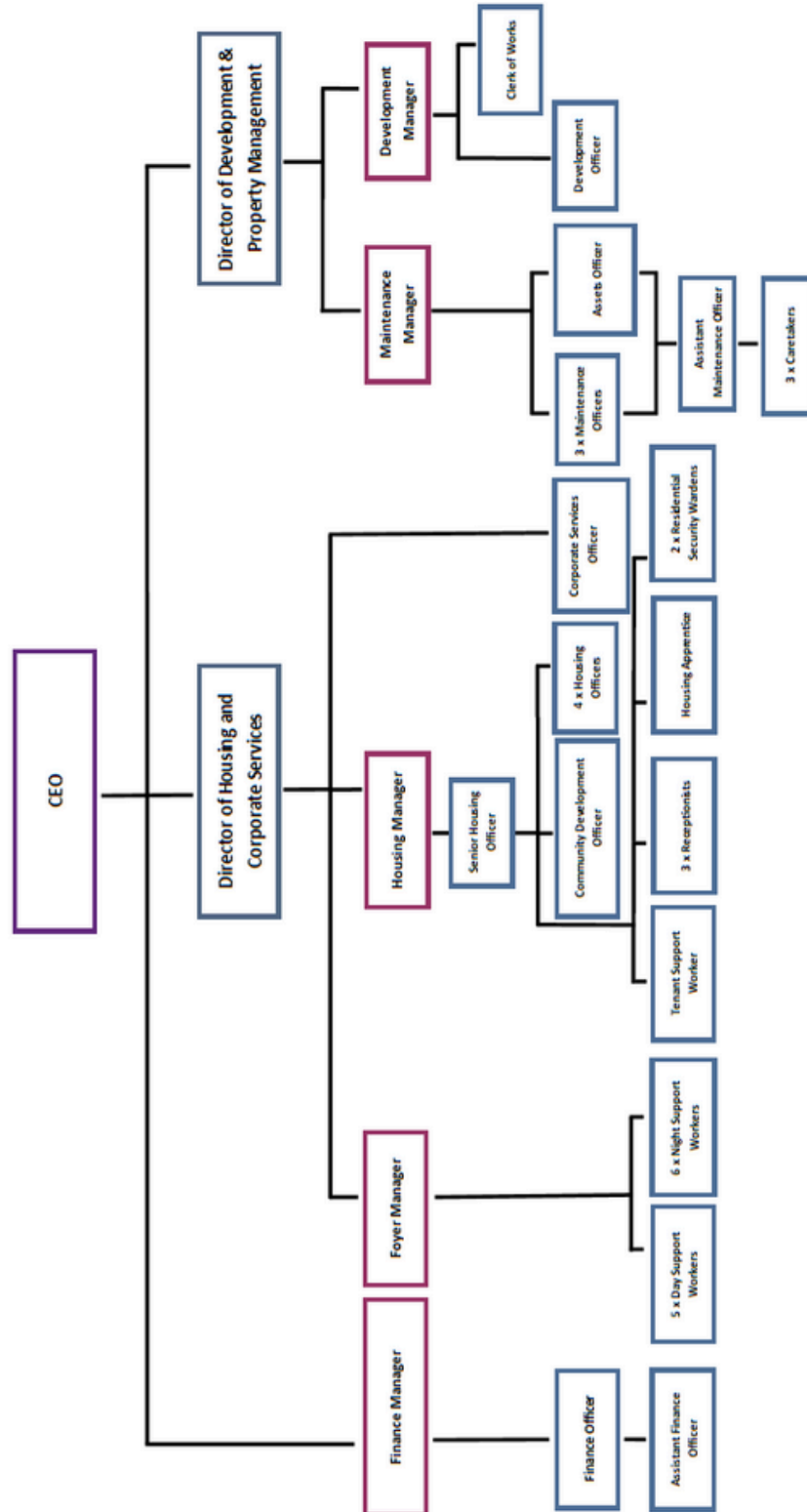
Senior Management Team Structure



Our Staff Structure



Staff Structure



Job Description

Job Summary

This is a newly created post to assist in the delivery of a high quality housing service. The postholder will be required;

To undertake all duties associated with the post of Senior Housing Officer, under the direction and guidance of the Housing Manager/Director of Housing and Corporate Services .

To assist the Housing Manager with the management of the Housing Team on a day to day basis.

To oversee, guide and mentor the housing team to ensure duties are being delivered in accordance with policy and procedure.

To support the Housing Manager with tenant and licensee management to ensure best use of housing stock, rent and void management, anti-social behavior, complaints, etc.

To ensure the achievement of the objectives set for the area of responsibility.

To ensure the provision of a high quality, customer focused range of services, ensuring continuous improvement.

To instil a culture of customer focussed business development.

Key Tasks

- To deputise in the absence of the Housing Manager.
- Assist and support the Housing Manager in the delivery of a high quality and innovative housing management service including in policy development, operation and review.
- To assist with service monitoring and evaluation, contributing ideas and proposals to improve the service to tenants or make efficiencies.
- To assist in ensuring all staff in the department are fully aware of and understand policies and procedures, and to undertake audits to ensure compliance.
- To ensure achievement of customer satisfaction in the delivery of services within area of responsibility
- Assist with implementation of customer service standards and achieve targets detailed in the association's corporate and annual performance indicators

- To assist the Housing Manager to measure customer satisfaction through the distribution and collation of results from tenant satisfaction surveys, prepare and deliver on an action plan to address underperformance.
- To undertake duties across the full breadth of the housing management department.
- To undertake the management of a patch of properties as and when required.
- To oversee allocations and void operations. To undertake duties in relation to and oversee the allocation of dwellings in accordance with the Housing Selection Scheme and best practice. Ensuring allocations are made promptly and reduce void loss.
- Oversee the management of both current and former rent arrears & other tenant charges in accordance with duties detailed in the Rent Recovery & Recoverable Charge Policies, including preparation and attendance at court if required
- Oversee targeted signposting and support to customers in relation to welfare benefits, budgeting, money management, fuel poverty and consumer credit, in order to maximize income and promote financial inclusion
- Oversee and support NB Housing's response to reported cases on ASB and ensure our response is effective and in line with policy
- Investigate and report any alleged/suspected tenancy fraud cases.
- Undertake tenant visits, providing a support service for any problems, finding a suitable resolution where possible.
- To develop, promote and monitor performance outlined in the Tenant Participation Strategy
- Encourage and promote tenancy participation strategies including attendance at Tenant Forums
- Liaise with the maintenance team to manage stock appropriately
- Manage all tenancy related matters including termination of tenancy, key collection, etc.
- Maintain awareness of the external business environment to identify changes which may have an impact on the organisation
- Ensure all duties and responsibilities are carried out within standards outlined in the Housing Association Guide and Regulatory Framework
- To contribute to the delivery of Housing For All Schemes

Staff Supervision

- To ensure the team have a working knowledge of the associations policies, procedures and systems relevant to them
- To ensure policies, procedures and systems comply with legislative requirements and best practice guidance
- To ensure the Association's system of appraisal/performance management is implemented and support the Housing Manager/Director of Housing and Corporate Services in disciplinary matters where necessary

- To ensure training needs are identified and an appropriate programme of training is in place for staff within area of responsibility
- To monitor staff resources, managing absenteeism, approving annual leave, staff mileage claims, etc and arrange cover where necessary
- To ensure staff adhere to GDPR and excellent confidentiality practises
- To chair monthly housing team meetings in the Housing Managers absence

Communication & Reporting

- Assist the Housing Manager/Director of Housing & Corporate Services with information required for reporting to SMT, Sub Committee and Board
- Liaise and build effective working relationships as appropriate with other staff and external parties including NIHE, local community groups, etc.
- Supply regular housing management material for the web site and social platforms
- To be part of the association staff team and participate in group discussions, operational review, performance assessments, etc.
- Supply articles for association Newsletters and association publications

General

- Ensure all activities are conducted in accordance with the Company's Health and Safety and Equal Opportunities Policy.
- Adhere to the rules of NB Housing in relation to Section 75 and equality of opportunity
- To promote the organisations Mission, Values (Integrity, Sustainability, Excellence, Empowerment, Collaboration, Fairness) aims and Objectives.
- To maintain professional boundaries and confidentiality within the Association
- To attend staff meetings, training, forums, which may occur outside normal working hours
- To participate in Performance Reviews and supervision sessions
- Actively promote the operations of the Association and maintain and develop links with outside agencies, ensuring the best interests of the Association are promoted at all times
- Adhere to policies and procedures as contained within Staff Handbook
- Conduct all activities with confidentiality and in accordance with the requirements of Data Protection Legislation.
- Carry out any other duties as may be reasonably expected from time to time that are within the competence of the post holder and conducive to the effective delivery of the role and success of the Association.

Please be advised that this list is not meant to be exhaustive and may be added to or amended as and when deemed necessary.

Personnel Specification

Specification	Essential	Desirable
Physical Make up	Professional tidy appearance	
Qualifications	3rd Level education in a housing/community related subject OR a minimum of 3 years' experience within the last 7 years in a similar role	Housing Qualification Professional Membership
Job Experience And Training	A minimum of 2-years' experience within the last 5 years in a housing/community role A minimum of 1 years' experience in staff management/supervision or mentoring	
Specialist Knowledge	An understanding of the needs of social housing tenants. Has a working understanding of the role and responsibilities of a senior housing officer to include; <ul style="list-style-type: none"> • Knowledge of the Housing Selection Scheme and allocation process. • Knowledge of rent arrears management. • Knowledge of void management • Knowledge of managing Anti-Social Behaviour • Knowledge of complaint management 	Policy Review Knowledge of Omniledger or similar Housing Management IT System Awareness of the development of Tenants Participation Strategies Knowledge of the DfC Housing Association Guide & Housing Regulation Knowledge of Universal Credit. Knowledge of Supporting People Knowledge of Joint Management Agreements

Specification	Essential	Desirable
Special Skills/ Aptitudes	<p>Computer Literacy: A good working knowledge of Microsoft Office packages including Word, Excel and Outlook</p> <p>Excellent interpersonal and communication skills.</p> <p>Good organisational skills</p> <p>Good customer service skills</p> <p>Good decision-making skills</p> <p>Good report writing skills</p>	Experience of Quality Marks such as Investors in People standard.
Disposition	<p>Approachable</p> <p>Shows common sense and initiative</p> <p>Vigilant</p> <p>Good Team player</p>	
Personal Circumstances	<p>Accessible to location</p> <p>Flexibility to work outside normal working hours when required</p>	
Others (specified)	Access to transport	<p>General awareness of health and safety regulations (including fire).</p> <p>Awareness of confidentiality, GDPR/Data Protection Rules</p> <p>Awareness of legislation relating to vulnerable adults.</p>



Contact Us



Website

www.nb-housing.org



Phone

028 9059 2110



E-mail

info@nb-housing.org



Social Media

@nbhousing



Address

Gatelodge
8 Flax Street
Belfast
BT14 7EQ