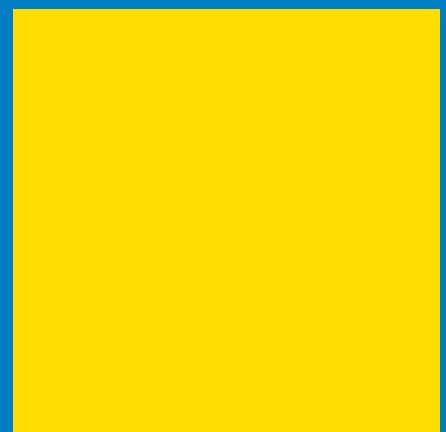


Candidate Briefing Pack

Corporate Assurance Manager



Making A Positive Difference By
Empowering People And Communities



A MESSAGE FROM THE CHIEF EXECUTIVE

Dear Candidate,

Thank you for your interest in joining Ark Housing Association as our new Corporate Assurance Manager.

We have accomplished great things in our first 36 years as a registered Housing Association by taking bold strategic decisions to further our social purpose. We are now one of the fastest growing social housing providers across the UK and Ireland, and through our ongoing investment in new homes and services, we continue to reach many more people in need and have a greater positive impact within the communities we operate.

As the Corporate Assurance Manager at Ark Housing, you will play a pivotal role in managing and delivering high-quality, efficient, and effective corporate and business assurance services. Reporting to the Director of Finance & Corporate Services, you will work closely with the leadership team to ensure alignment with stakeholder expectations and compliance, while supporting the organisation's strategic objectives.

If you feel you are the right person for this role, and wish to join a progressive and forward thinking organisation that makes a lasting difference to people, then we would love to hear from you.

In return, you will be supported by an excellent and highly professional staff team and Board, all committed to delivering Ark Housing's vision.

I look forward to receiving your application.

Jim McShane
Chief Executive

ABOUT ARK HOUSING

Ark Housing Association is a registered Housing Association with the Department for Communities and Financial Conduct Authority, and is an independent not for profit organisation under the Industrial & Provident Society Act (NI) 1969. We are also registered with the Charity Commission for Northern Ireland.

We were established in 1987 as Down and Connor Housing Association to provide social and affordable homes for people in housing need. In 1999 the organisation was renamed Ark Housing Association to reflect our history and growing ambition.

Based in Belfast with a presence across all council areas, we build, manage, and maintain homes to meet the needs of a wide range of demographics. In addition to providing homes we deliver support services to enable people to manage and sustain their tenancies and live independently. All permanent allocations of our homes are made in accordance with the Common Selection Scheme for Northern Ireland which is administered by the Northern Ireland Housing Executive.

We operate several successful partnerships with specialist agencies and statutory bodies. These include Threshold N.I.; Inspire Wellbeing; Belfast Health and Social Care Trust; South Eastern Health and Social Care Trust; Supporting People and the Northern Ireland Housing Executive. We also manage a floating support homeless service for families threatened with or experiencing homelessness.

Our new build developments are funded through a combination of private finance with capital funding grants received from the Department for Communities and we are also revenue funded for some specialist services through the Supporting People Programme.

We manage 847 homes, have an active development programme with 300 more currently on site, and aim to have up to 1,300 homes in management by March 2027. We employ 44 permanent and temporary staff in a range of scheme and office based roles.



Our Mission, Vision And Values

At Ark Housing Association we pride ourselves on being an innovative and progressive organisation. We nurture open and honest internal and external relationships and we value partnership, collaboration, and professional development. We empower and trust our people to deliver and in return we actively support them through a myriad of forward thinking policies and working practises.

Our Mission

“In partnership, provide quality homes and support services to meet housing need and contribute to the wellbeing of communities”.



Our Vision

“Making a positive difference by empowering people and communities”.



Our Values

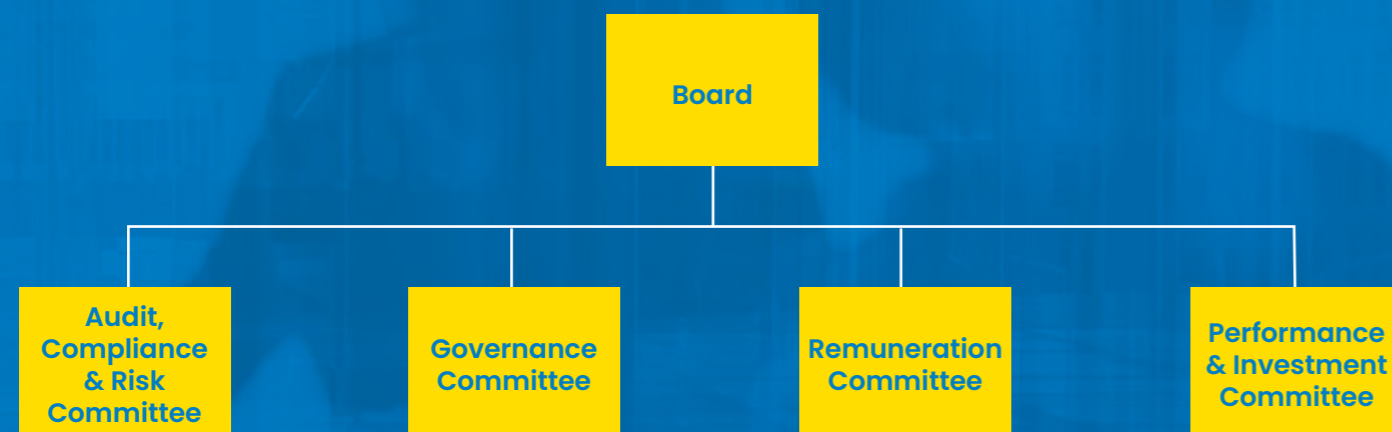
- P Progressive**
Forward thinking, supporting change and transformational
- R Respect**
Treat everyone with dignity and esteem
- I Integrity**
Maintain the highest professional and personal standards
- D Diversity & Equality**
Value diversity and equality in everything we do
- E Excellence**
Strive to deliver the highest standards of quality and customer care

OUR GOVERNANCE & SENIOR EXECUTIVE STRUCTURE

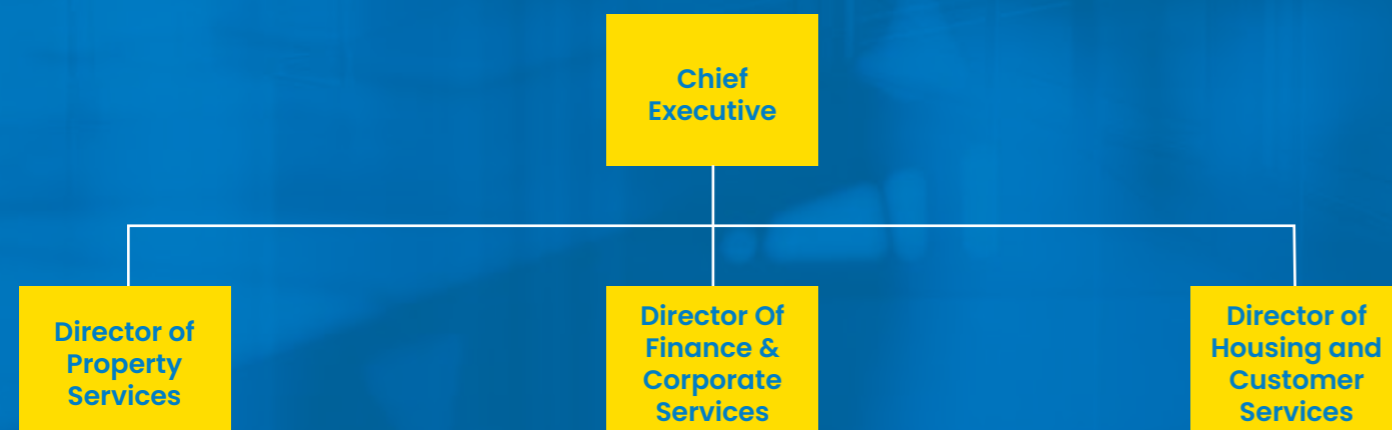
Ark Housing Association is governed by a voluntary Board and its Committees whose role is to lead, direct, and control the work of the Association. The Board ensures the delivery of the organisation's agreed strategic objectives and corporate plans within a framework of statutory and regulatory compliance.

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

Board & Committee Structure



Senior Executive Team Structure



ABOUT THE ROLE

As the Corporate Assurance Manager at Ark Housing, you will play a pivotal role in managing and delivering high-quality, efficient, and effective corporate and business assurance services.

Reporting directly to the Director of Finance & Corporate Services, and working closely with the Senior Management Team, Chief Executive, and Board, you will ensure alignment with stakeholder expectations and compliance with statutory and regulatory requirements while supporting the strategic objectives of the organisation.

Core Areas of Responsibility

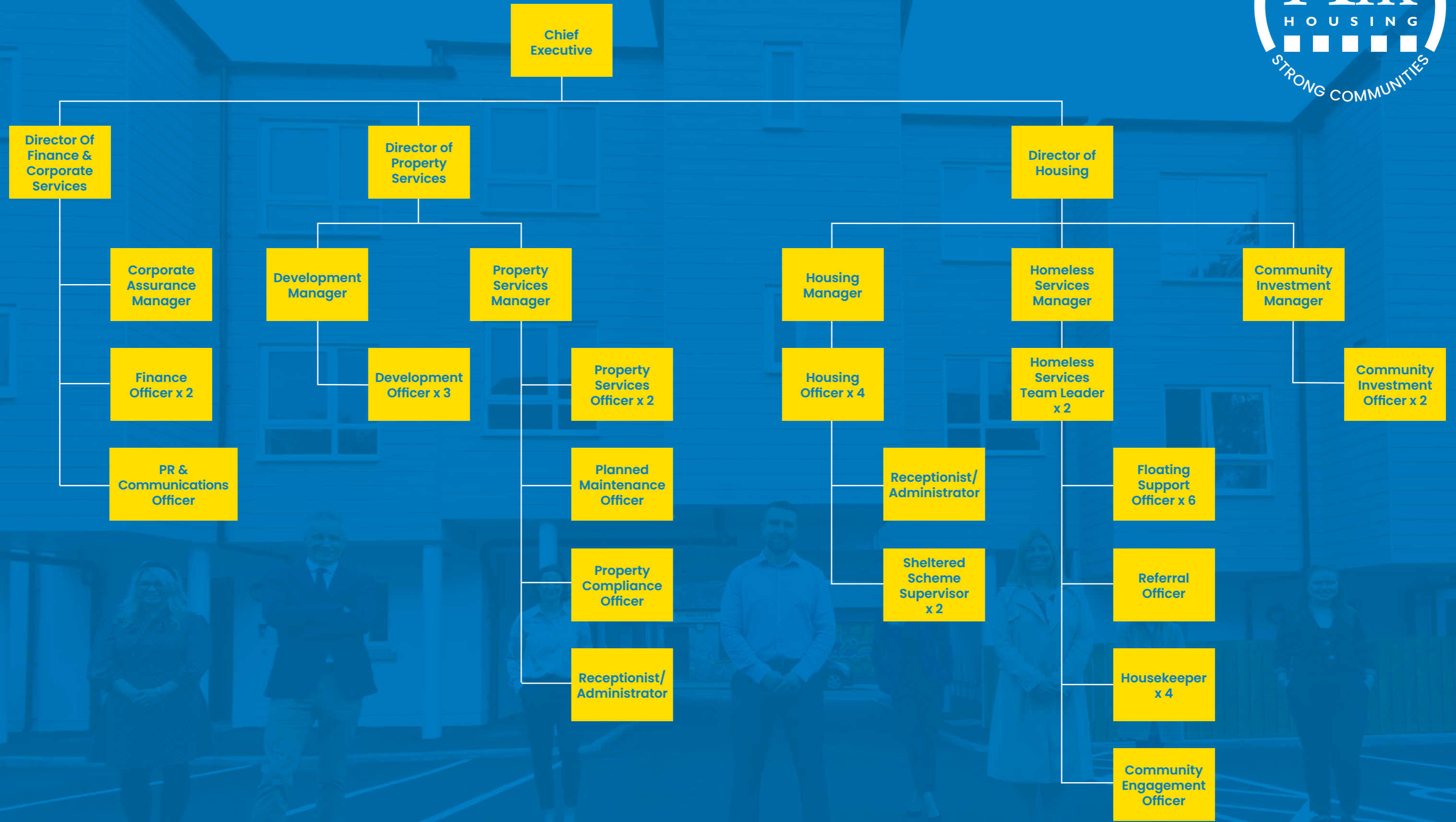
1. Governance Management & Administration:
2. Corporate & Regulatory Compliance Reporting:
3. Corporate & Business Assurance:
4. Data Protection:
5. Equality & Disability:
6. Procurement & Contract Management:
7. PR & Communications:



Qualifications & Skills

- Degree level qualification or equivalent in a relevant discipline (e.g. Accounting/Auditing; Business Administration; Business Analytics; Management & Corporate Governance;)
- Demonstrated experience in at least three of the following areas:
 - Governance Management & Administration
 - Corporate & Regulatory Compliance Reporting
 - Corporate & Business Assurance
 - Data Protection - strong understanding of data protection laws and practices
 - Equality & Disability
 - Procurement & Contract Management
- Excellent communication and interpersonal skills.
- Proven ability to lead and manage diverse teams and projects.
- Attention to detail and ability to handle confidential information.
- Proficient in strategic planning, project management, and organisational reporting.

OUR OPERATIONAL STAFF STRUCTURE



BENEFITS & MAIN TERMS & CONDITIONS OF EMPLOYMENT

CONTRACT	Permanent (Subject to 6 Month Probationary Period)
HOURS	37 hours per week. Monday to Friday. Due to the nature of the role, you will on occasion be required to work outside normal office hours.
REMUNERATION	Current annual salary range is £41,034 – £49,006. Remuneration including employer pension contribution of 19% for 2024–25 is equivalent to £48,830 to £58,317. Salaries are reviewed annually and uplifted in accordance with the Association’s Remuneration Policy.
PENSION	NILGOSC contributory pension scheme. Employer contribution currently 19%.
ANNUAL LEAVE	22 days annual leave moving to 27 after 5 years’ service and 32 days after 10 years’ service;
STATUTORY LEAVE	13 customary holidays per annum;
OCCUPATIONAL SICK PAY	Maximum of 3 months full pay and 3 months half pay. (Depending on length of service)
OTHER BENEFITS	A range of excellent work and family friendly policies, including hybrid working. Access to Gym facilities at Head Office; Access to Electric Vehicle Salary Sacrifice Scheme; EV Charging Facilities at Head Office with on-site Car Parking;

CORPORATE ASSURANCE MANAGER

JOB DESCRIPTION

JOB TITLE	Corporate Assurance Manager
REPORTING TO	Director of Finance & Corporate Services

MAIN PURPOSE OF ROLE

To provide high-quality, efficient, and effective, governance, corporate, and business assurance services in accordance board, stakeholder, and regulatory requirements.

CORE AREAS OF RESPONSIBILITY

- Governance Management & Administration
- Corporate & Regulatory Compliance Reporting
- Corporate & Business Assurance
- Data Protection
- Equality & Disability
- Procurement & Contract Management
- PR & Communications
- General

GOVERNANCE MANAGEMENT & ADMINISTRATION

- To provide high-quality servicing of the Board and its Committees, including the attendance at meetings (and other adhoc Board related events), agenda preparation, minute-taking, and the follow-up of post-meeting actions.
- To maintain and manage the Association’s Governance Portal including the central filing and resource library system utilised by Board members for all Governance related matters.
- To manage and administer the annual (and adhoc) Board, Board Member, and Board Effectiveness review process as set out in the organisation’s governance manual and report on same to the Board on an annual basis
- To prepare, source, and oversee the implementation of an annual board member training programme (including Board member induction) in accordance with the requirements of the Board and in conjunction with the organisation’s board member training needs analysis process.
- To undertake periodic reviews of the Association’s Code of Governance and Governance Manual ensuring compliance with best practise and statutory, regulatory requirements.

Corporate & Regulatory Compliance Reporting

- To co-ordinate the management, production, and delivery of a range of corporate & regulatory reports, including but not limited to:
 - Annual Report
 - Social Impact Report
 - Environmental, Social and Governance (ESG) Report
 - Charity Commission NI Annual Return
 - Annual Report to the Equality Commission
 - Department for Communities' Regulatory Standards Annual Return (RSAR)
- To act as a central point of contact/co-ordinator for all regulatory related (RSAR) follow-up queries or points of clarification.

Corporate & Business Assurance

- To contribute to the Internal Audit Planning process and facilitate the delivery of the Internal Audit function on an ongoing basis.
- To maintain a register of internal audit-related actions and recommendations, reporting progress on the implementation of same to the Chief Executive, Audit Committee and Senior Management Team as required.
- To develop and implement an annual programme of internal quality assurance & policy compliance audits across all corporate and operational areas.
- To maintain the Association's business planning and key performance indicator portal (Goals System) ensuring that monthly/quarterly performance out-turns are reported by departmental leads within the prescribed timescales and to develop and deliver an associated internal quality assurance audit programme of same.
- To lead efforts to attain quality assurance accreditations for the organisation.
- To participate in sector-wide benchmarking exercises.
- To maintain, manage, and regularly review all corporate, HR, health and safety and governance related policies, ensuring compliance with statutory and regulatory requirements.
- To maintain, review, and regularly test, the organisation's Business Continuity Strategy, Plan and Policy.
- To maintain, and regularly review, the organisation's Corporate & Operational Risk Register & Policy ensuring that risk control and mitigation measures are effective and to report on the same to the Board, its Committees and the Senior Management Team as required.
- To maintain the organisation's key corporate registers relating to policies, complaints, contract management and hospitality and to provide regular reports on same to the Senior Management Team.
- To develop, deliver, and maintain a record of, the Association's Corporate Training programme.
- To oversee the management and administration of the Association's central file sharing and storage system, ensuring compliance with data protection legislation and best practise.

Data Protection

- To ensure organisational compliance with data protection legislation, safeguard sensitive information, and manage data privacy risks across the organisation.
- To regularly review and implement data protection policies and procedures within the organisation. This includes creating and reviewing guidelines for data handling, storage, access controls, data retention, and disposal practices.
- To stay up to date with changes in data protection legislation, conducting regular audits to assess compliance levels, and implement necessary measures to address any identified gaps or risks.
- To undertake Data Privacy Impact Assessments (DPIAs) as required to identify and mitigate privacy risks associated with new projects, systems, or processes that involve the processing of personal data.
- To manage and co-ordinate all Data Subject Requests in conjunction with the Association's Data Protection Officer and in accordance with statutory requirements, policy, and best practise.
- In the event of a data breach or security incident, to co-ordinate the organisation's response, in conjunction with the Data Protection Officer, including investigation, notification to authorities (if required), and mitigation of risks.
- To ensure that employees are aware of their responsibilities and trained in data protection best practices.

Equality & Disability

- To oversee the development, review and implementation of the Association's Equality Scheme and associated action plan and to prepare the annual report to the Equality Commission.
- To oversee the development, review, and implementation of the Association's Disability action plan(s), reporting annually to the Equality Commission in the required format.
- To develop, review, and ensure the implementation of our equality & disability policies and procedures in line with legal requirements and best practises.
- To stay up to date with relevant equality legislation, regulations, and best practices.
- To conduct regular equality audits and impact assessments to identify areas for improvement.
- To oversee equality and disability awareness training, delivering training programmes on equality, diversity, and inclusion for employees at all levels.
- To provide guidance to managers and employees on how to prevent discrimination and promote a positive working environment.
- To lead on all internal and external equality and disability related complaints in a fair and impartial manner, ensuring confidentiality and compliance with procedures.

Procurement & Contract Management

- To administer the procurement and management of all corporate related services and associated contracts, ensuring compliance with the organisation's policies on procurement and contract management. Such contractual relations include but are not limited to external ICT services, external HR services, internal and external audit services, mobile phones, stationary supplies, etc.

PR & Communications

- To manage the Association's Public Relations & Communications Officer and ensure the delivery of the annual PR & Comms plan.

General

- Promote and uphold the Association's mission, vision, and values.
- Represent the organisation at events, meetings, forums, seminars, conferences as required.
- Organise event bookings and corporate functions/events as required.

Note: This job description provides an overview of responsibilities and is not exhaustive. The successful candidate may be required to perform additional duties as directed by the Chief Executive or Director of Finance & Corporate Services.

CORPORATE ASSURANCE MANAGER (PERSONNEL SPECIFICATION)

QUALIFICATIONS	Essential (E)	Desirable (D)
Degree level qualification or equivalent in a relevant discipline (e.g. Accounting / Auditing; Business Administration; Business Analytics; Management & Corporate Governance;)	E	
Membership of a Relevant Professional Body. E.g. ICSA; CGI;		D

EXPERIENCE	Essential (E)	Desirable (D)
Minimum of three years experience from the most recent five years in a similar role in a regulated sector	E	
Minimum of three years experience from the most recent five years in at least three of the following areas: <ul style="list-style-type: none"> Governance Management & Administration Corporate & Regulatory Compliance Reporting Corporate & Business Assurance Data Protection Equality & Disability Procurement & Contract Management 	E	
Experience in implementing quality management standards/ systems for business improvement e.g. ISO etc.		D

OTHER	Essential (E)	Desirable (D)
Full driving license and access to own car for occasional travel		D

KNOWLEDGE	Essential (E)	Desirable (D)
Extensive demonstratable knowledge in at least three of the following areas: <ul style="list-style-type: none"> Governance Management & Administration Corporate & Regulatory Compliance Reporting Corporate & Business Assurance Data Protection Equality & Disability Procurement & Contract Management 	E	

SKILLS & ABILITIES (INTERVIEW)	Essential (E)	Desirable (D)
Excellent level of IT literacy with extensive experience in the use of a wide range of Microsoft Office products.	E	
Excellent communication skills with a strong ability to influence a range of individuals and stakeholders.	E	
Proficient in strategic planning, project management, and organisational reporting.	E	
Excellent customer focus to effectively address the needs of internal and external customers.	E	
Strong organisational skills to work in a pressurised environment, prioritising workloads to meet targets and achieve results.	E	
Exceptional interpersonal skills, with the ability to build relationships and negotiate with others.	E	
High level of accuracy and attention to detail.	E	
Ability to think creatively and be able to drive to the continuous improvement of services.	E	
Proven negotiation, analytical and problem-solving skills.	E	

SELECTION TIMETABLE

The closing date for completed applications is **4pm on Friday 24th May 2024**. Applications should be sent by email to: recruitment@arkhousing.co.uk

Responses will only be accepted on the relevant application form. **Please note that CVs will not be accepted.**

The shortlisting process is envisaged to take place week commencing 27th May 2024 with successful applicants invited for interview week commencing 10th June 2024 (subject to confirmation). Further details will be provided to those candidates invited to participate in this stage of the process.

In the event that a candidate is invited to interview but is unavailable on the proposed date and time due to reasons beyond their control, the panel may endeavour to accommodate an alternative arrangement subject to their own availability, although this may not be possible and is not guaranteed unless an adjustment is required in accordance with the Disability Discrimination Act 1995.

Demonstration of Competencies

Candidates will be required to demonstrate during the selection and assessment process that they satisfy the core requirements of the post as set out in the job description and person specification.

Selection Process

The process that is envisaged for the selection and assessment of the Corporate Assurance Manager is as follows:

1. A competency based interview and unseen presentation



GUIDANCE NOTES ON COMPLETING YOUR APPLICATION FORM

It is important that you read these notes carefully before you complete the application form.

Job Description and Personnel Specification

The Job Description and Personnel Specification will assist you in deciding whether you meet the minimum essential criteria for this position. Please remember that the Association reserves the right to increase the criteria used for the short listing of candidates to be selected for interview without further notification.

You should use the job description and personnel specification to help you consider your relevant experience, qualifications, skills and abilities and ensure that you outline how you meet those requirements when completing the relevant section of the application.

Short Listing Candidates

Candidates will be selected solely on the information provided in the application form therefore you should ensure that you answer all sections fully.

Confidential Equality Monitoring Form

To comply with our obligations under Equal Opportunities and Fair Employment legislation we are required to monitor our recruitment exercises in order to ensure that our recruitment policies and procedures are effective. All applicants are therefore required to complete the Equal Opportunities Form associated with this application.

You should ensure that you complete the Equality Form and return it in a separate envelope addressed to the Equality Officer and marked Private & Confidential or by email along with your completed application form to: recruitment@arkhousing.co.uk

We will not use data from our equal opportunities monitoring form as part of the selection process.

Supporting Documents

Documentary evidence will be required if you are shortlisted to attend for interview. This will include photographic identification e.g. passport, driving licence or other form of acceptable ID.

Copies of your educational qualifications, professional membership and any other documents required to support your application will also be required. You may bring these documents to the office with you on the day of your interview and staff will arrange to copy them for you. Please note that all documents provided must be originals.

Disclosure Of Criminal Records

All applicants must complete this section of the form fully and where criminal convictions are disclosed details must be provided of the offence(s) of which the applicant has been convicted and any relevant details relating to the offences.

You should note that Ark Housing are required to carry out checks on all persons being considered for employment with the Association through the Access NI scheme.

Data Protection

All information provided by applicants will be used solely for the purposes for which it is required in this recruitment exercise and will not be disclosed to others except where we are obliged to do so in accordance with the provisions of the General Data Protection Regulations.

Equality Of Opportunity

Ark Housing is an Equal Opportunities Employer and we welcome applications from all sections of our community. Arrangements can be made for those applicants who require additional support or assistance because of a disability or other consideration which may hinder them in this application process. If you require such assistance, please contact Annemarie Carleton at this office on **Tel: 028 90 752310** or **Email: recruitment@arkhousing.co.uk**

General Points

The application form, if completed by hand, should be completed in black ink and must be legible. If submitted by post, please make sure that you leave plenty of time for your application to be received by the closing date & time. Please remember that **late applications will not be accepted.**

Ensure that you have signed and dated the application form. Electronic signatories are acceptable on emailed applications.

Do not send any supporting documentation with this application form. We may ask for such documents if your application is successful and you are short listed for interview.

Please ensure that you have the permission of your nominated referees to act on your behalf and that they agree to provide you with a reference.

Canvassing on behalf of your application will disqualify your application.



Contact Us:

PHONE: 028 9075 2310

EMAIL: info@arkhousing.co.uk

ADDRESS: Ark Housing Association
Unit 1, Hawthorn Office Park
43 Stockmans Way
Belfast BT9 7ET

 www.arkhousing.co.uk

 twitter.com/arkhousing

 facebook.com/arkhousing



If you require this information booklet in an alternative format please contact Annemarie Carleton at

 annemarie.carleton@arkhousing.co.uk  **028 9075 2310**