

Housing & Customer Services Officer

(Full Time, Permanent Position)

Ark Housing Association based in Belfast is a progressive Housing Association with ambitious plans for growth over the next five years.

We are seeking to recruit an experienced and dedicated individual to join our organisation as Housing & Customer Services Officer.

Reporting to the Housing & Customer Services Manager, you will be responsible for delivering a range of frontline housing management and customer services in accordance with the Associations policies and procedures including:

- Housing Allocations
- Income Accounting and Rent Arrears Management
- Anti-social Behaviour Case Management
- Community Liaison and Tenant Participation
- Housing Support Services

Applicants must satisfy the following essential criteria:

- Relevant 3rd Level education (University Degree or Equivalent) **or**,
- A minimum of 5 GCSE's including English and Maths and at least 3 years' relevant experience in a housing/property management role within the last 8 years **and**,
- Have a minimum of 1 years' experience within the last 5yrs in a housing/property management role incorporating at least three of the following service areas:
 - Allocations / Voids Management
 - Anti-social Behaviour
 - Community Engagement and Tenant Participation
 - Rent Account & Arrears Management
- Have a proven track record in successfully developing relationships and partnership working with other agencies to help deal with and resolve tenancy and neighbourhood issues;
- Excellent interpersonal and communication skills;
- Be competent in the use of the Microsoft Office software suite;
- Hold a current valid driving licence and have access to the use of a motor vehicle

Benefits include:

- Salary range **£30,413 to £34,939** with a Contributory Pension Scheme (NILGOSC), (Currently 19% Employer Contribution). Remuneration including employer pension contribution is equivalent to **£36,191 to £41,577**. Salaries are reviewed annually and uplifted in accordance with the Association's Remuneration Policy.
- This post attracts an annual essential car user allowance of **£1,239** and mileage is reimbursed at a rate of **£0.45p** per mile travelled for work purposes.
- Access to a Salary Sacrifice Electric Car Leasing Scheme with Monthly Head Office Charging Allowance
- 22 days annual leave moving to 27 after 5 years' service and 32 days after 10 years' service.
- 13 customary holidays per annum.
- A range of excellent work and family friendly policies.
- Hybrid Working arrangements.

- On site gym

Ark Housing reserves the right to enhance the criteria for the short listing of suitable candidates without further notification.

Ark Housing is an equal opportunities employer. Applications are welcome from individuals irrespective of gender, marital status, disability, religion, race, ethnic origin, age or sexual orientation.

CLOSING DATE AND TIME FOR RECEIPT FOR COMPLETED APPLICATIONS IS:

FRIDAY 28TH FEBRUARY 2025 AT 12 NOON

Please note CVs will not be accepted.