

CANDIDATE BRIEFING PACK

Community Investment Assistant



Ark Housing logo: QUALITY HOMES, Ark HOUSING, STRONG COMMUNITIES

Making A Positive Difference By
Empowering People And Communities

If you require this information booklet in an alternative format please contact Kelly Foster, Community Investment Manager at kelly.foster@arkhousing.co.uk or on 02890 752310.

A Message from the Director of Housing

Dear Candidate,

Thank you for your interest in joining Ark Housing Association as our new Community Investment Assistant.

We have accomplished great things in our first 36 years as a registered Housing Association by taking brave 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.

We are seeking to recruit a Community Investment Assistant on a 3-year fixed term basis (with the possibility of an extension). Reporting to the Community Investment Manager, you will be responsible for supporting our Community Investment team to deliver and implement the Association's 'Shared Housing' programme (which is supported by The Executive Office and The Department for Communities), efficiently and effectively.

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.



LAURA O'DOWD
DIRECTOR OF HOUSING

About Ark Housing Association

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.

We are based in Belfast but operate across all district council areas and we build, manage, and maintain homes to meet the needs of a wide range of demographics. In addition to providing homes for general needs families we also provide a range of accommodation and 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; Southeastern 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 currently manage approximately 900 homes, have an active development programme with nearly 300 more currently on site, and we aim to have up to 1,300 homes in management by March 2027. We currently employ 42 permanent and temporary staff across a range of scheme and office-based roles.

Our Vision, Mission 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 practises.

Our vision is:

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

Our mission is:

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

Our core values are:

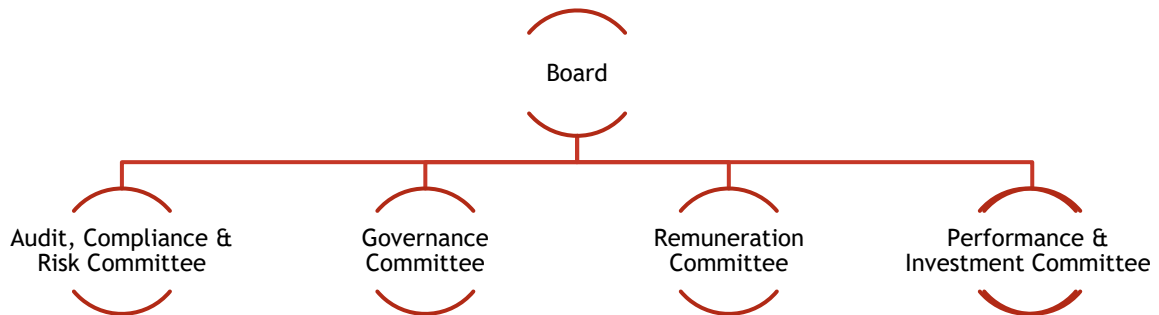
| | |
|------------------------|--|
| Progressive | <i>Forward thinking, supporting change and transformational</i> |
| Respect | <i>Treat everyone with dignity and esteem</i> |
| Integrity | <i>Maintain the highest professional and personal standards</i> |
| Diversity and Equality | <i>Value diversity and equality in everything we do</i> |
| Excellence | <i>Strive to deliver the highest standards of quality and customer care.</i> |

Our Governance & Senior Executive Structure

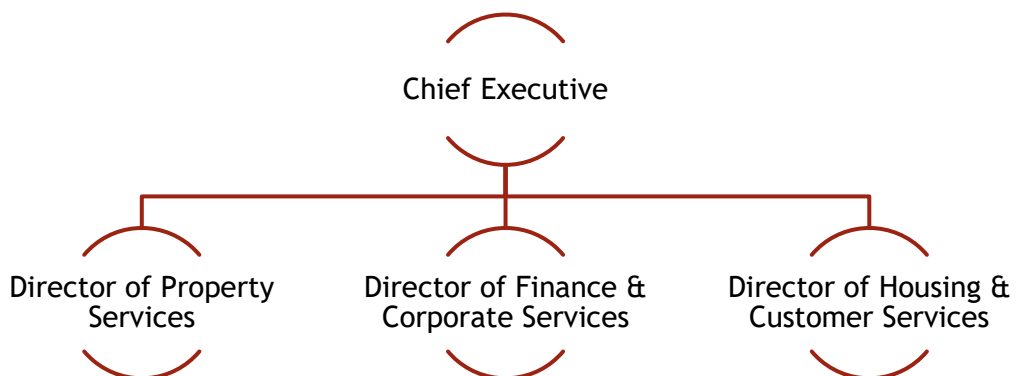
Ark Housing Association is governed by a voluntary Board and its Committees whose role is to lead, direct, and control the work of the Association. The Board ensures the delivery of the organisation's agreed strategic objectives and corporate plans within the framework of statutory and regulatory compliance.

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

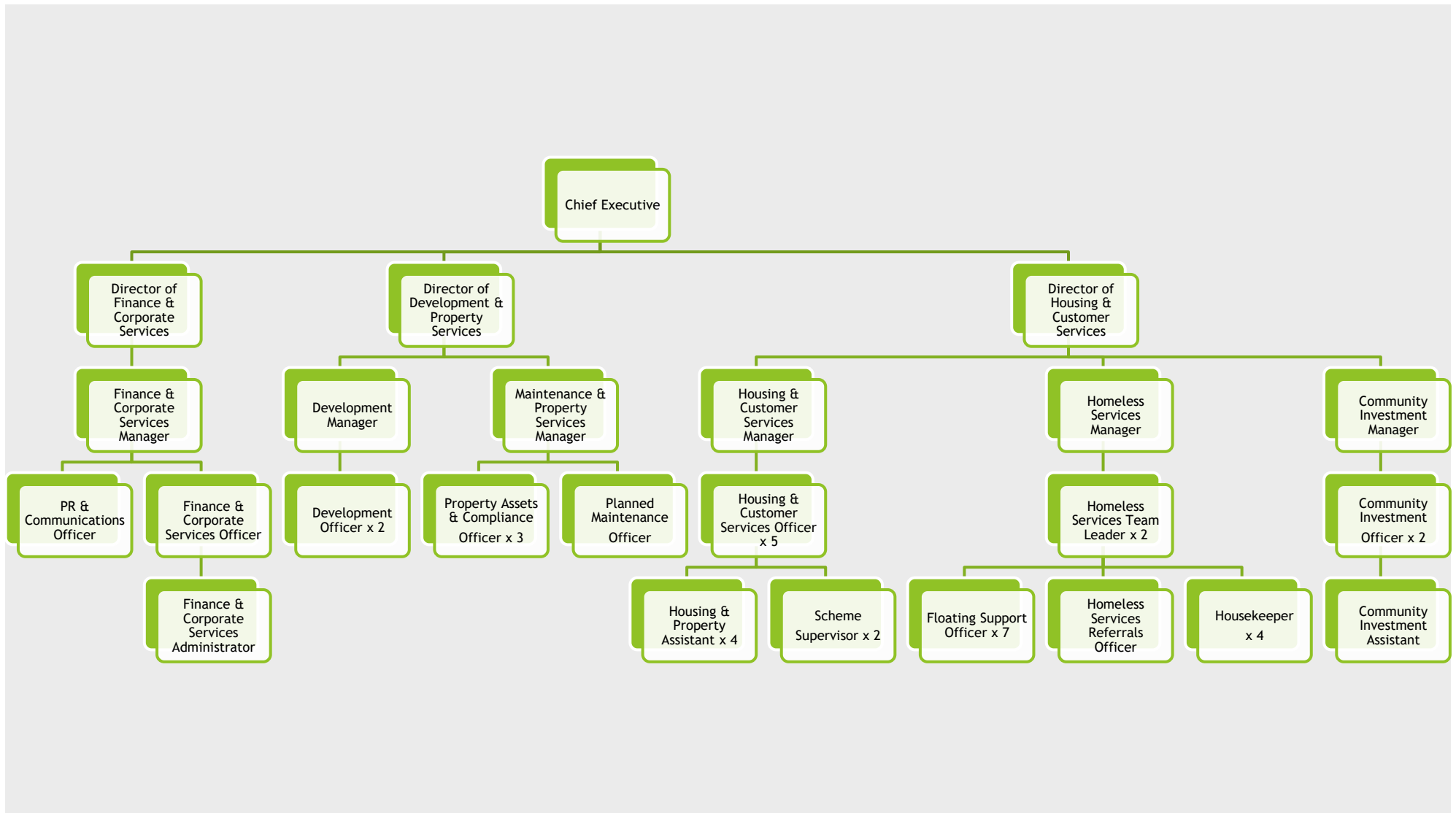
Board & Committee Structure



Senior Executive Team Structure



Operational Staff Structure



About The Role

As Community Investment Assistant, you will be reporting directly to the Community Investment Manager and will be responsible for supporting the Community Investment team to deliver and implement the Association's "Housing for All" programme and Tenant Participation Strategy in accordance with our operational and strategic business plans.

Qualifications, Skills & Experience

- A minimum of 5 GCSE's including English and Math's.
- One year's *relevant* experience from the most recent three years in a similar role.

Benefits & Main Terms & Conditions of Employment

| | |
|------------------------|---|
| Contract: | 3-year fixed term contract with the possibility of an extension. (Subject to 6 Month Probationary Period) |
| Hours: | 37 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 £26,908-£28,267 . (Subject to review in April 2025) |
| Pension: | NILGOSC contributory pension scheme. Employer contribution is 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. |

JOB DESCRIPTION

Job Title: Community Investment Assistant

Reporting To: Community Investment Manager

Main Purpose of Role

To support the Community Investment Team to deliver our “Housing for All” programme and tenant engagement strategy in accordance with Board, stakeholder, and regulatory requirements.

Core Areas of Responsibility

- To assist the Community Investment Team in a range of general administrative duties, including, but not limited to the issuing of letters and surveys; the issuing of bulk communications; the inputting of data; and the maintenance and management of a range of internal & external monitors and registers.
- To use IT systems to collect and input information to generate and promote the work of the Community Investment Team: including letters, events, posters, PowerPoint presentations, reports and associated documents.
- Maintain and report on all required records and monitoring information in relation to the good relations plans as required by the Northern Ireland Housing Executive and by the Department for Communities.
- To ensure the accurate recording of all expenditure relating to housing for all/tenant engagement and produce appropriate financial and statistical information as required.
- Prepare reports as and when requested or required, including those relating to housing for all/tenant engagement.
- Develop and implement a communications plan to promote all good relations activities and initiatives in conjunction with Community Investment Officer.
- To carry out surveys as and when required and collate results.
- To deal with all correspondence across housing for all/tenant engagement activities including phone, email and post.
- Organise and participate in regular community activities, community projects, tenant meetings, operational meetings and provide administrative support to include but not exhaustive sending invites, booking venues, recording attendance, providing minutes.
- To ensure compliance with all statutory and regulatory obligations and organisational policies and procedures.
- Ensure the delivery of all services, advice, and information to the highest quality standards.

- Ensure that the organisation's values are upheld.

Representational Role

- Attend conference events, seminars, meetings, and training sessions as required.
- Ensure the provision of effective communications both internally and externally with our partners and other agencies and organisations.
- Undertake all duties in such a way as to enhance and protect the reputation and public profile of the Association.

Quality Assurance

- Be proactive and innovative to ensure that systems are effective, and proactively seek ways to improve both your own and the team's standard of customer service delivery
- Actively engage in on-going learning and development, to ensure sufficient knowledge to excel in your duties.

Any other Duties

- This list is not exhaustive and only highlights key areas and tasks associated with this post.
- Due to the nature of the role, you may be required to work outside normal office hours, including attending occasional weekend or evening meetings.
- It cannot be prescriptive, and it is a requirement of this position that there exist high levels of flexibility and responsiveness to the changing needs of the organisational and service demands.
- The post holder shall therefore be required to positively respond to such demands and ensure that the commitment, innovation, flexibility, and delivery of high-quality services remain paramount.

Community Investment Assistant (Personnel Specification)

| Qualifications | Essential | Desirable |
|---|-----------|-----------|
| A minimum of 5 GCSE's including English and Maths | E | |
| Post GCSE Education i.e. A-Level or Equivalent | | D |
| Level 2 Community Engagement Qualification | | D |
| Membership of a Relevant Professional Body e.g. Chartered Institute of Housing | | D |
| Experience | Essential | Desirable |
| One year's <i>relevant</i> experience from the most recent three years in a similar role | E | |
| One year's experience from the most recent three years in at least two of the following areas: <ul style="list-style-type: none"> • Community Engagement and Tenant Participation • Good relations • Knowledge of Together Building United Communities Strategies • Working on funded projects/programmes • Successfully developing relationships and partnership working with other agencies and stakeholders | | D |
| Knowledge | Essential | Desirable |
| Working knowledge of Data Protection legislation, policy & best practise as it applies to Northern Ireland and corporate bodies. | E | |
| Working knowledge of Equality legislation, policy & best practise as it applies to Northern Ireland and corporate bodies. | E | |

| Skills & Abilities | Essential | Desirable |
|---|------------------|------------------|
| Excellent level of IT literacy with extensive experience in the use of a wide range of Microsoft Office products. | E | |
| Strong communication & organisational skills. | E | |
| Exceptional interpersonal skills, with the ability to build relationships and negotiate with others. | E | |
| High level of accuracy and attention to detail. | E | |
| Other | Essential | Desirable |
| Full driving license and access to own car for travel. | E | |

Selection Timetable

The closing date for completed applications is **12noon on Friday 14th March 2025**. 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.**

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.

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 and address all essential and desirable criteria where possible.

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 license 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 original.

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 people 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 Laura O'Dowd 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 shortlisted 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.