



## **APPLICANT INFORMATION PACK**

**Community Engagement Officer**

**Enclosed:**

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## **Introduction**

Thank you for your interest in applying for this position with Ark Housing.

Please use the information provided to assist you in completing your application. Should you require any further assistance please contact us directly and we will be pleased to assist you.

## **General Information**

Ark Housing Association is a registered Housing Association with the Department for Communities (DfC) and is an independent not for profit organisation under the Industrial & Provident Society Act (NI) 1969.

Ark Housing provides social housing accommodation for rent to those in housing need. We provide accommodation throughout Northern Ireland for families, elderly people, those with disabilities, singles, and others in housing need. We also provide family homeless services providing temporary accommodation and support services for a wide range of client needs in partnership with the Housing Executive, Social Services, and other partner organisations.

## **Our Vision**

Ark Housing's vision is:

“Making a positive difference by empowering people and communities”

## **Our Mission**

Ark Housing's mission is:

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

## **Our Values**

Ark Housing's values are:

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

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Community Engagement Officer
<b>LOCATION:</b>	Wider Belfast Area
<b>BASED AT:</b>	Hawthorn Office Park, 37a Stockman's Way, Belfast BT9 7ET
<b>ACCOUNTABLE TO:</b>	Director of Housing
<b>REPORTING TO:</b>	Homeless Services Manager

### **JOB PURPOSE:**

To develop and deliver community engagement activities and projects for homeless families living at Roseville and Moyard Homeless schemes as well as to homeless families supported by our Floating Support team within the wider Belfast area.

### **MAIN TASKS:**

#### **Community Engagement**

- To develop an annual programme of activities for families within Moyard House, Roseville House and families supported by our Floating Support Team across Belfast area, with the aim of promoting inclusion and improving health and wellbeing.
- To develop appropriate partnerships to deliver projects and activities;
- To improve relationships between families, other agencies and the wider community;
- To identify funding opportunities to support the provision of activities and projects;
- To undertake in the research and completion of relevant funding applications;
- To identify and organise training opportunities and programmes for families to assist in the development of education and employment opportunities;
- To monitor and evaluate all activities and projects undertaken;
- To actively participate in supervision, team meetings and performance coaching;
- To ensure the delivery of services in accordance with Ark Housings' standards of service;

#### **Administration**

- To maintain accurate records to meet the requirements of Supporting People Monitoring frameworks;
- To prepare reports for the Team Leader/Manager as and when required;

- To plan and manage your own workload in a professional and effective manner;
- To ensure that all policies and procedural guidance is adhered to in the completion of all administrative tasks;
- To ensure that all legislative requirements are complied with e.g. Data Protection, Child Protection, Safeguarding, Equality, Human Rights, Health and Safety requirements.

### **Quality Assurance**

- To contribute to the development of service improvement initiatives through the promotion of best practices, innovations, and ideas;
- To ensure the highest achievement of customer satisfaction standards possible through a range of available options.

### **Representation**

- To represent Ark Housing at meetings, interviews, seminars, conferences, training events in a positive and effective way;
- To ensure the professional representation of Ark Housing at all times.

### **Communication**

- To ensure that you communicate effectively both internally and externally with colleagues, agencies, and others;
- To ensure that you provide effective reporting both verbally and written as required;
- To ensure that confidentiality is always maintained;
- To ensure the effective use of all available resources including IT provision and other communication systems;
- To contribute to the development of effective communications systems and management of them accordingly.

**ANY OTHER DUTIES:**

The nature of this post is such that this Job Description cannot be prescriptive. It is a requirement that the post holder will demonstrate a high level of flexibility and responsiveness to changing circumstances and work demands of the service. The post holder will be expected to carry out any other duties as directed, which are considered reasonable and in accordance with the general duties and responsibilities of this post

**WORKING ENVIRONMENT:**

Because of the nature of this position, you will be frequently required to work away from your normal base to other locations including working from home. You may on occasion be required to work evenings and weekends to fulfil this role.

**HOURS:**

Hours will normally be 28 per week. The post holder may be required to work evenings, weekends and provide out of hours cover in order fulfil the requirements of this role.

**HOLIDAYS:**

Holidays would normally be 22 days (pro rata) rising to 27 after 5 years' service, increasing to 32 days after 10 years' service, plus 13 customary holidays.

**SALARY:**

**£9:30p/hr** with a Contributory Pension Scheme (NILGOSC). Currently 19.5% Employer Contribution.

## PERSONNEL SPECIFICATION

**Position: Community Engagement Officer**

**Date: November 2020**

SHORTLISTING CRITERIA	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Educational Attainment (Must Demonstrate on Application)	5 GCSE's including English or Maths <b>or</b> A minimum of 2 years' experience in a similar role within the last 5 years	A recognised qualification in community work/community development/tenant participation
Relevant Experience (Must Demonstrate on Application)	Have a minimum of 1 years' experience within the last 3 years in a similar role and have experience in: <ul style="list-style-type: none"> <li>• Promoting and developing good relations</li> <li>• Identifying funding opportunities and resources</li> <li>• Completing funding applications</li> <li>• Developing and delivering engagement activities and programmes</li> <li>• Developing effective partnership working with external agencies</li> </ul>	Knowledge and experience of working with social housing providers
ICT Skills (Must Demonstrate on Application)	Must be competent in the use of MS Office applications.	
Other (Must Demonstrate on Application)	Must hold a clean driving licence and have access to own transport  Be able to work flexible hours when required, including evenings and weekends.	
Data Protection (Test at Interview)	Is familiar with the requirements of the general Data Protection Regulations and experienced in providing a confidential service to customers and in managing their personal information in a confidential manner.	
Customer Focus (Test at Interview)	Has experience in adopting good practice initiatives and can identify solutions to customer problems. Applies a professional approach to ensuring good customer service.  Ensures the organisation continually improves and develops its customer services.	

**PERSONAL BEHAVIOURS**

Embracing Change	Contributes positively to change and recognises the positive impact of change on individuals and the team. Is flexible and positively accepts change.	
Equality	Treats all colleagues and those with whom they come into contact with fairly and equitably and demonstrates respect for and sensitivity to their needs.	
Team Working, Communicating & Influencing	Breaks down barriers that impact effective team working. Optimises the use of the pool of knowledge and embraces a learning culture. Has effective interpersonal communication skills and experience of report writing	

## **GUIDANCE NOTES**

It is important that you read these notes carefully before you attempt to complete the application form so please take a few minutes to read the information in this pack which will guide you throughout the process.

### **Job Description and Personnel Specification**

The Job Description and Personnel Specification will assist you in deciding whether you meet the 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, training and skills and ensure that you highlight them when completing the experience & training section of the application.

### **Short Listing Candidates**

Candidates will be selected solely on the information provided in this application form and you should ensure that you answer all sections fully and provide the information requested in all sections of the application form.

**CVs are not acceptable, and your application will not be registered if you submit a CV.**

### **Confidential Equality Form**

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](mailto:recruitment@arkhousing.co.uk)

### **Supporting Documents**

Documentary evidence will be required if you are short listed 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 are also 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 fully. 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. This may include the provision of translation service, alternative format for the documents or arrangements to facilitate a specific disability. If you require such assistance, please contact Annemarie Carleton at this office on Tel: 028 90 752310 or Email: [recruitment@arkhousing.co.uk](mailto:recruitment@arkhousing.co.uk)

## **Equality Monitoring**

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 required to complete the Equal Opportunities Form associated with this application and to return it to the Monitoring Officer.

## **General Points**

- The application form, if completed by hand, should be completed in **BLACK INK** and must be legible. The application may also be completed electronically and emailed to [recruitment@arkhousing.co.uk](mailto:recruitment@arkhousing.co.uk)
- When completed you should read through your application again to check that you have fully completed all sections.
- 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**
- Pay attention to the Applicant Declaration and ensure that you have signed and dated the application form.
- 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.