



FIRST HOUSING
Aid & Support Services

CANDIDATE INFORMATION PACK

Dear Applicant

RE: HOUSING OFFICER, SMARTMOVE (Ref: SMHO/R9/01) (Derry/Londonderry)
(THREE YEARS FIXED TERM)

Thank you for your enquiry in respect of the above position. Enclosed you will find the following information:

- Summary Information of the project
- Job Description, which includes:
 - Summary of Role
 - Person Specification
- Privacy notice

Please complete the employee-monitoring questionnaire and return it with your completed application form. It will be kept separate from your application for selection purposes.

The closing date for receipt of applications is: Friday, 19th February 2021 @ 12 noon

Please note:

All our recruitment for this position will be done through e-mail, please provide a suitable e-mail address for correspondence and attach your completed application form.

If you do not have an e-mail address, please contact Karla on 07921056728

If you have a disability and in the event that you are shortlisted, you may notify us to enable us to make any reasonable adjustments for interview.

Shortlisting will be undertaken on the basis of the enclosed person specification, so please address all criteria listed in the person specification when completing your application.

This post will be subject to an Access NI check.

Thank you for your interest in the work of First Housing Aid & Support Services, we look forward to receiving your completed application.

Yours faithfully

Karla O'Kane
Personnel Manager
Encs

Information about our SmartMove Service

We have recently been granted funding from the Oak Foundation for 3 years, 1st September 2020 until 31st August 2023, to allow us to work towards making our SmartMove Project self sustaining.

SmartMove exists to create sustainable tenancies in the private rented sector for those in housing need that are unable to access social housing. It provides prospective tenants with individually tailored solutions and benefit advice in order to help them choose the best property to meet their housing need and financial circumstances and thus prevent repeat homelessness. At the pre-tenancy interview, any additional support needs which might undermine tenancy sustainment are identified, and low to medium level support is provided via floating support services. The service can signpost to other specialist services if necessary and mitigate against eviction and tenancy breakdown.

A full management service is provided to landlords registered with the scheme, which includes rent account and arrears management, contents inventory, mediation and help in acquiring a rent deposit bond where appropriate. These services aim to ensure more landlords are willing to house this client group and ease pressure on housing waiting lists.

Our activities for Year 1 are as follows:

(1-3 months)

- Establish and refine the recruitment techniques and prepare the administrative process this will entail
- Establish relationships and circulate information to landlords about the project via Landlords Associations, the NIHE Housing Benefit communication systems, the Housing Rights Service, Church communities, local community centres, libraries, GP surgeries, local Council offices and any other public spaces we think will bear fruit
- Further develop relationship with NIHE Housing Solutions, and other referral routes
- Advertise through the local press, trade media and Web based promotion
- Update promotional literature for dissemination

(4-12 months)

- Recruit fee paying properties in Belfast and (L)Derry.
- Maintain existing landlord income
- Build up a pool of prospective tenants, including affordability assessments and budgeting
- Advertise, inspect and view suitable properties with prospective tenants, ensuring properties are safe and of good quality
- Where necessary, and with approval, provide the landlord with a bond and make arrangements for the tenant to save towards the cost of a deposit for the future,

through the Tenancy Deposit Scheme NI

- Draw up the Tenancy Agreement for both landlord and tenant to sign and explain its contents and the ensuing responsibilities face to face with both parties
- Complete an inventory with the tenant present for all items in the property
- Fulfill the remaining administrative requirements associated with the tenancy by setting up the rent account with both landlord and tenant bank details.
- Deliver a comprehensive housing management service to new landlords
- Provide a comprehensive support package to tenants to help them sustain their tenancy
- Invite landlords to come and meet us and discuss the project, and conduct annual feedback survey for landlords
- Market project at relevant conferences
- Track reasons for tenant move on
- Conduct annual survey for tenants and their landlords

Our expected results:

- Achieve agreed target of new fee paying properties, with new income
- Maintain existing income
- Achieve a target of 85% tenancy sustainment for 6 months
- Achieve a target of 75% tenancy sustainment for 1 year
- Maintain target of 100% overall positive experience of landlords and tenants using SmartMove services

Year 2 and 3 activities will be similar to Year 1 with expected results moving forward to be agreed at the end of Year 1



FIRST HOUSING AID & SUPPORT SERVICES

JOB DESCRIPTION

Title:	Housing Officer, SmartMove (3 Years Fixed Term)
Reports To:	Landlord Liaison Manager, SmartMove
Purpose & Objectives:	<p>To acquire and let residential properties and build good relationships with landlords within the private rented sector of Northern Ireland.</p> <p>To provide a suitable response to the beneficiaries of Smartmove Housing, through appropriate management structures and systems that meets the needs of service users, funding bodies and stakeholders of the Project.</p>
Location:	Based in Belfast to cover various regions of Northern Ireland (home/office based) Currently remote working
Salary	£ 21,500 pa
Hours of Work	37.5 hours per week
Probationary Period	6 months
Annual Leave	5 working weeks, exclusive of bank and customary holidays
Sickness Scheme	3 working weeks contractual pay in any 12 month rolling period under current terms and conditions of employment
Pension	Company pension available, details available on request

MAIN TASKS AND RESPONSIBILITIES

1. To recruit landlords to the SmartMove service by implementing a suitable strategy, including the use of social media platforms for marketing purposes
2. To ensure that landlord targets are met and maintained
3. Contribute to the creation of appropriate promotional and information materials
4. Assist the Landlord Liaison Manager to plan and deliver information events to potential landlords that will outline the benefits of the service to both them and their tenants

5. Ensure all properties that a landlord would like to register with the service are of an acceptable quality standard and advise on required improvements if applicable
6. Ensure that all landlords joining the service have provided all required documentation for the properties that will be let such as electrical certificate, landlord registration scheme number, tenancy deposit scheme registration scheme, energy performance certificates, insurance, proof of ownership, valid gas certificate, certificate of fitness or HMO certificate if applicable
7. Ensure new landlords are aware of their duties and responsibilities if they join the service and ensure that a management agreement is in place before any properties are let
8. Ensure that relevant Landlord details are kept up to date such as bank details and are provided to the finance department for rent accounting and payment
9. To participate and provide reports and updates to the Landlord Liaison Manager as required, and contribute to reports submitted to the Board of First Housing and respective funding bodies, as required.
10. To maintain database systems of outcomes, activities, equal opportunities, levels and indicators of performance so that reports will be made available to the Landlord Liaison Manager within the expected deadlines.
11. Ensure that an effective and cooperative relationship is maintained with our landlords
12. To liaise with relevant bodies and stakeholders to promote and maximise service delivery
13. To carry out other duties appropriate to the post as may be required.

RELATIONSHIP WITH LANDLORDS

- Attend local landlord meetings and forums and present where appropriate
- Search relevant landlord and property databases and make initial contact with landlords to recruit them into the project
- Ensure landlord packs are kept up to date and landlords are registered
- Carry out property inspections following Smartmove Housing property inspection procedure
- Maintain contact with landlords – through mailing or phone contact
- Give Landlords any relevant legal or other good practice information about letting and property management as appropriate and maintain records for audit purposes
- Participate in mediation between tenants and landlords if appropriate

STAKEHOLDER ENGAGEMENT

- Attend relevant network meetings and forums with referring agencies
- Map out and gather information on other agencies within the region that may access the service
- Provide presentations to referring agencies on the project
- Ensure referring agencies have up to date referral forms and criteria

RELATIONSHIP WITH FIRST HOUSING

- To be an active team member, supporting colleagues, being prepared to receive support as necessary and contribute fully to team workload
- To participate in staff meetings as required
- To participate in staff development and review
- To attend training as identified and required in relation to personal and professional development
- To comply with the policies and procedures in place that meet with health and safety legislation
- To respect our policy of promoting equality/valuing diversity

PERSON SPECIFICATION

Housing Officer, SmartMove (SMHO.R9.01)

Requirement	Essential or Desirable?	How Assessed?
<p>Qualifications / Education / Training:</p> <ul style="list-style-type: none"> A Relevant Professional Qualification or degree in the field of Housing, Business or related field (minimum NVQ Level IV or equivalent) 	Essential	Via application form/appropriate certificates
<ul style="list-style-type: none"> A current driving licence with access to a car. (Can be waived in the case of applicant whose disability prohibits driving, but who is able to organise suitable alternative arrangements). 	Essential	Via application form/appropriate documentation
<p>Experience:</p> <ul style="list-style-type: none"> Two years proven track record of working within a Property letting service, including marketing of service to prospective users 	Essential	Via application form/ interview/references
<ul style="list-style-type: none"> Ability to advise of rights and responsibilities of both landlords and tenants and housing legislation 	Essential	Via application form/interview/references
<ul style="list-style-type: none"> The post holder must be able to demonstrate a good attendance/performance work record 	Essential	Via application form/interview/references
<ul style="list-style-type: none"> Ability to deliver concise recording systems and reports 	Essential	Via application form and interview
<ul style="list-style-type: none"> Ability to work effectively and meet deadlines and targets 	Essential	Via application form and interview
<p>Knowledge:</p> <ul style="list-style-type: none"> Knowledge of the support and Housing needs of individuals 	Essential	Via interview

Requirement	Essential or Desirable?	How Assessed?
<ul style="list-style-type: none"> Knowledge of Vulnerable Adults Policy and Procedure 	Desirable	Via interview
<ul style="list-style-type: none"> Knowledge of the work of the statutory, voluntary agencies associated with Housing/Addiction/ Homelessness 	Essential	Via interview
<p>Skills & Competencies:</p> <ul style="list-style-type: none"> Excellent interpersonal and communication skills, particularly able to deliver information in an engaging manner to suit a variety of audiences 	Essential	Via presentation exercise/ interview/application form
<ul style="list-style-type: none"> Competent in the use of IT software such as word processing, databases, publisher, spreadsheets, internet and e-mail, use of social media platforms 	Essential	Via interview/ application form/references
<ul style="list-style-type: none"> Flexible, approachable and can work under pressure 	Essential	Via references/interview
<ul style="list-style-type: none"> Able to work both independently (remotely) and as part of a team. 	Essential	Via references/interview
<ul style="list-style-type: none"> Willingness to take managerial direction. 	Essential	Via references/interview
<ul style="list-style-type: none"> Excellent organisational skills and ability to prioritise workloads to deliver within agreed deadlines 	Essential	Via interview/references
<p>Personal Attributes:</p> <ul style="list-style-type: none"> Ability to retain confidence and discretion. 	Essential	Via references/interview
<p>Other:</p> <ul style="list-style-type: none"> No health problems which would adversely affect ability to carry out all the duties of the post. 	Essential	Via application form and interview

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First Housing Aid & Support Services Privacy Notice

In May 2018, the new general Data protection Regulation (GDPR) comes into effect, which gives you more rights around how your information is used. To make you feel confident about how we process your information, we've provided this Privacy Notice to make things clearer. See below for a summary of what it says.

How do we use your information?

We use your information in ways you would expect:

- manage the recruitment process and assess your suitability for employment or engagement
- decide to whom to offer a job
- comply with statutory and/or regulatory requirements and obligations, e.g. checking your right to work in the UK
- comply with the duty to make reasonable adjustments for disabled job applicants and with other disability discrimination obligations
- ensure compliance with your statutory rights
- ensure effective HR, personnel management and business administration
- monitor equal opportunities
- enable us to establish, exercise or defend possible legal claims

Please note that we may process your personal information without your consent, in compliance with these rules, where this is required or permitted by law.

Who do we share your information with and where do we get information from?

- information may be shared internally within the Company for the purposes of the recruitment exercise, including with members of the HR department, members of the recruitment team, managers in the

department which has the vacancy and IT staff if access to your personal information is necessary for the performance of their roles.

- external organisations for the purposes of conducting pre-employment reference and employment background checks
- Access NI, to obtain a criminal record check
- former employers, to obtain references
- professional advisors, such as lawyers

We may also need to share your personal information with a regulator or to otherwise comply with the law.

How do we protect your information?

We have put in place measures to protect the security of your personal information. In addition, we limit access to your personal information to those employees, workers, agents, contractors and other third parties who have a business need to know in order to perform their job duties and responsibilities.

How can I find out more?

Our full Privacy notice contains more detail about:

- How we use your information
- The reasons for using your information
- Our retention periods
- Your rights, including how to get a copy of your information, how you can have it corrected or erased, how you can object to our use; and
- How to contact the compliance manager

You'll find a full notice at www.first-housing.com/recruitment, or you can call Karla, Personnel Manager at 07921056728; e-mail: karlaokane@first-housing.com

Do I have to do anything?

No, this is just information; you don't have to do anything