



South Ulster Housing Association

Housing Officer

Candidate Information Pack

May 2021

Closing Date: Application Forms must be received by 4.00pm on Monday 10th May 2021.

Appointment of Housing Officer

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An Equal Opportunities Monitoring Form is also included in the pack and should be completed and returned in a sealed envelope with the application form.

The Recruitment and Selection Process

How to Apply

1. If you wish to apply for this post, you should examine the Job Description and Personnel Specification carefully to assess whether you meet the essential and or desirable criteria for the post and then complete the Application Form.
2. It is important you complete the application form in FULL. Incomplete applications will not be considered. CVs will also not be considered in place of an application form.
3. Please note the key dates listed below, advise if you would be unavailable, and suggest any alternative dates.
4. Completed application forms should be returned by email to **recruitment@southulsterhousing.org** or returned by post to South Ulster Housing Association, 18-22 Carlton Street, Portadown, Armagh, BT62 3EN.

Conflicts of Interest

If a prospective candidate has any actual or potential conflict of interest with the activities of South Ulster, this should be declared clearly in the application. Any indirect association of this kind through any family member or partnership must also be disclosed.

Closing date

Applications should be received by 4.00pm on Monday 10th May 2021. Late applications will not be considered.

Short Listing Decisions

Only those candidates who clearly demonstrate that they possess all relevant knowledge, experience, skills and abilities listed in the Personnel Specification will be shortlisted for interview. We reserve the right to enhance criteria in order to facilitate the short listing process. It is therefore essential for your Application Form to give full concise information and evidence relevant to the position. Continuation sheets may supplement application form as necessary. Those who have not been shortlisted will be notified.

Interviews are expected to take place week commencing 24th May 2021.

Pre-appointment Enquiries

If you are successful, you will receive an offer of employment conditional upon receipt of satisfactory vetting, references (to be determined at the sole discretion of the employer), pre-employment health check and confirmation of relevant qualifications. Subject to satisfactory completion of these pre-appointment enquiries, you will be invited to take up post as soon as possible. We would emphasise that these enquiries will be carried out in full compliance with our Equal Opportunity policy.

Job Description

Job Title	Housing Officer	Revision Date	April 2021
Reports to	Head of Housing Management	Department	Housing Management
Overall Purpose: Make an effective contribution to the delivery of Housing Management services which includes arrears management, void management, allocations, tenancy management and tenant engagement			
Key Responsibilities & Outcomes		Experience	
<p>Key Responsibilities:</p> <ul style="list-style-type: none"> • To allocate void properties in accordance with current procedures to ensure compliance with the Common Selection Scheme • To ensure the timely assessment of Transfer Applications, keying on Assessments and all other associated administration duties in accordance with the required timescales of the Common Selection Scheme • To carry out Tenancy Audits to ensure the efficient management of the Association's housing stock • To be proactive in managing the impact of welfare reform on Tenants and the Association • To provide advice and information to tenants and others on all tenancy matters, welfare benefits and other housing related queries. • To manage arrears cases ensuring that prompt action is taken, including Legal proceedings where necessary, to control and recover outstanding arrears and to ensure rent collection is receipted in-line with DfC and the Association's targets. • To identify tenants falling into arrears and monitor existing cases to ensure that prompt action is taken. To identify trends with rent payments and take proactive action to mitigate risks of rent arrears. • To interview tenants with a view to reaching agreements to clear arrears. • To initiate and recommend the issue of Notices of Intent and prepare the relevant documentation. • To act as the Association's advocate and representative in Court, and to advise where attendance of other staff is appropriate. • To prepare possession proceedings and produce detailed reports on proposed eviction applications. To supervise evictions and be in attendance as required. To ensure that other relevant sections are aware of a proposed eviction. • To maintain accurate records with regard to all aspects of Tenancy Management • To respond effectively to potential cases of Anti-Social Behaviour in line with Policy and Procedures to ensure neighbourhood sustainability • To deal efficiently and effectively with any complaint received to ensure that a quality service is provided to all tenants • To conduct regular Tenancy Inspections and ensure all conditions of Tenancy are being adhered to and take appropriate action as necessary • To adhere to the Tenants Charter to provide an efficient, effective and professional service to all of the Association's tenants • To encourage, increase and facilitate all levels of Tenant Engagement within the Association's housing stock. Promoting inclusion among all our tenants and building stronger communities through engagement and partnership working. • To comply with all policies and regulatory requirements, alerting your Manager to any incidents or breaches. 		<p>Essential:</p> <ul style="list-style-type: none"> • Minimum of 2 years' previous relevant experience in Social Housing • Working knowledge of general office systems, practices and procedures • Working knowledge of the MS Office suite of computer applications in particular Word and Excel • Experience of delivering a customer focused service <p>Desirable:</p> <ul style="list-style-type: none"> • Experience of Housing, Public or Voluntary Sectors • Full working knowledge of the Housing Executive Housing Management System (HMS) 	
		Qualifications/Knowledge	
		<ul style="list-style-type: none"> • Degree qualified in a relevant area/Housing Qualification (or willing to work towards) • Awareness of Welfare Reform and potential impact on Business • Tenant engagement tools and techniques • Knowledge of the DfC Housing Association Guide - Desirable 	
		Other	
		Driving Licence Required	Yes
		Mobile working required	Yes
		Evening and weekend working required	Yes
		Other	Flexible approach to

<p>Key Outcomes</p> <ul style="list-style-type: none">• To work within agreed objectives and time scales to meet the performance criteria• Proactively assist in the successful development of processes and systems to improve service delivery• Compliance with all statutory and regulatory requirements• Work closely with all Departments to maintain a tenant focused service• To undertake any other tasks and duties within the scope and grade of the post		working hours
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You are also required to undertake any other duties within your capabilities as may be reasonably required.

Personnel Specification

	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> ▪ Degree qualified in a relevant area/Housing Qualification (or willing to work towards) 	<ul style="list-style-type: none"> ▪ Membership of Chartered Institute of Housing
Experience	<ul style="list-style-type: none"> ▪ Minimum of 2 years' previous relevant experience in Social Housing ▪ Experience of delivering a customer focused service 	
Knowledge	<ul style="list-style-type: none"> ▪ Working knowledge of the MS Office suite computer applications in particular Word and Excel ▪ Working knowledge of general office systems, practices and procedures ▪ Tenant engagement tools and techniques ▪ Welfare Reform and potential impact on Business 	<ul style="list-style-type: none"> ▪ Full working knowledge of the Housing Executive Housing Management System (HMS) ▪ Knowledge of the DfC Housing Association Guide
Skills	<ul style="list-style-type: none"> ▪ Ability to assimilate and analyse information ▪ Effective organisational skills ▪ Effective interpersonal skills with the ability to relate to a wide range of stakeholders ▪ Effective communication skills ▪ Ability to meet deadlines consistently ▪ Ability to challenge in a constructive manner ▪ Innovative approach to problem solving ▪ Ability to work effectively with a minimum of supervision ▪ Ability to work effectively as part of a team 	
Special Conditions	<ul style="list-style-type: none"> ▪ Availability to attend evening and weekend meetings. ▪ Hold a current full driving licence valid in UK with access to suitable transport on appointment. This criterion will be waived in the case of an applicant whose disability prohibits driving but who is able to organise suitable alternative arrangements 	

Summary of Terms & Conditions of Service

Salary Scale:	£25,481 - £27,741 Points 19-23
Hours of Work:	37 hours per week - Monday to Friday.
Leave Entitlement:	21 days per annum
Place of Work:	Offices of South Ulster Housing Association Limited 18-22 Carleton Street Portadown BT62 3EN
Notice Period:	1 Month
Pensions:	South Ulster offer a contributory pension scheme, further details of which will be discussed at job offer stage.
Private Medical Insurance	We offer Private Medical insurance for all staff available after completion of probation, with the option to add family members at preferential rates.
Flexible working	We operate a flexi time scheme allowing for flexible working arrangements outside of core hours.
Probation:	You will be on probation for a period of up to six months.

Employment Policies

The appointment is subject to satisfactory employment references, satisfactory checks of qualifications and a medical check.

As part of the selection process for the vacancy, you will be asked to provide, in confidence, evidence of entitlement to work in the UK and any criminal history information.

You are invited to complete and return the Equal Opportunities Monitoring Form to assist us in monitoring our Equalities Policy. The provision of this information is voluntary.

The information provided by you on the Equal Opportunities Monitoring Form will not be made available to the selection panel. Statistical and anonymous reports will be produced for monitoring purposes from the information contained in the document for submission to the Equality Commission on an annual basis.

The information provided by you on the application and any supplementary forms will be used for the purpose of selection, recruitment and any further subsequent employment administration if the application is successful.

South Ulster Housing Association is an Equal Opportunity Employer