



## **APPLICANT INFORMATION PACK**

**Development 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**

*Making a positive difference by empowering people and communities*

### **Our Mission**

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

### **Our Values**

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

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>Development Officer</b>
<b>LOCATION:</b>	Head Office, Belfast
<b>ACCOUNTABLE TO:</b>	Director of Property Services
<b>REPORTING TO:</b>	Senior Development Officer/Development Manager

### **JOB PURPOSE:**

To assist in the delivery of the Association new build development programme, identifying and progressing new growth opportunities.

To provide a comprehensive development service in accordance with the strategic objectives and policies of Ark Housing.

To ensure the development and delivery of services within a framework of continuous improvement and in line with statutory and regulatory requirements.

### **MAIN TASKS:**

As Development Officer you will be required to contribute to the effective management and delivery of a range of services including:

- Scheme Feasibility and Appraisal
- Scheme Design & Specification
- Stakeholder Engagement
- Procurement
- Project and Contract Management
- Representational Role
- Quality Assurance
- Customer Service Delivery

The core job activities of these key areas are outlined below:

#### **Scheme Identification, Feasibility and Appraisal**

The post holder shall be responsible for the identification of new growth opportunities in accordance with the Association's policies and procedures.

The main tasks associated with this responsibility include:

- To proactively identify and assess potential development schemes within areas of housing need throughout Northern Ireland.

- To establish and maintain a network of contacts to identify and progress new development opportunities and areas of growth.
- Prepare Business Cases and Economic Appraisal to establish the viability of proposals and determine the best development option.
- Establish, in consultation with the Development Manager, viable schemes for inclusion in the Social Housing Development Programme Bid.
- Create and manage scheme files taking accountability for file management to demonstrate and ensure statutory and regulatory compliance.

### **Scheme Design & Specification**

The post holder shall be responsible for ensuring development projects are delivered to high design and specification standards with consideration to life cycle costs and value for money.

The main tasks associated with this responsibility include:

- Regularly review and maintain the Association's Design Brief.
- Be fully familiar with and adhere to the Department for Communities Housing Associations Guide.
- Procure Consultancy Services as required for all projects at an early stage.
- Organise Design Team meetings to progress scheme design and specification and ensure all necessary actions are undertaken by all parties.
- Promote the use of sustainable products and research opportunities to.
- Be familiar with all relevant legislation to ensure statutory requirements are met.

### **Stakeholder Engagement**

The post holder shall be responsible for engaging effectively with key stakeholders regarding development opportunities.

The main tasks associated with this responsibility include:

- Ensure all parties are appraised of progress in relation to individual projects.
- Ensure communication on potential development schemes is undertaken on a "without prejudice/subject to" basis.
- Undertake effective community consultation in line with Ark Housing's Policy and the DfC Housing Association Guide.

### **Procurement**

The post holder shall be responsible for ensuring services are provided in accordance with NI Procurement Policy and Best Practice

The main tasks associated with this responsibility include:

- Undertake the procurement of works and services in accordance with the Housing Association Guide and Public Procurement Regulations.

- Maintain a good working knowledge of the legislative requirements, changes and best practice.
- Liaise with procurements advisors as and when required.

### **Project and Contract Management**

The post holder shall be responsible for the effective management of projects from initial concept through to completion and evaluation in accordance with project management techniques to ensure they are delivered in time and in budget in accordance with the Contract.

The main tasks involved include:

- Agree and deliver target dates for projects within the Social Housing Development Programme.
- Manage the effective administration for schemes.
- Create and manage scheme specific risk assessments.
- Ensure compliance with CDM Regulations.
- Attend site meetings to ensure progress of construction works and action any issues as and when required working collaboratively with the Design Team and Clerk of Works.
- Review monthly financial monitoring returns and report any variances to the Senior Development Officer.
- Ensure all instructions are undertaken in accordance with the Contract and the Association's procedures.
- Ensure any cost variations are processed in line with the Associations procedures and Delegated Authority.
- Ensure all certificates and completion documentation are received prior to handover.
- Manage the handover process liaising accordingly with all departments.
- Manage the post construction phase, ensuring defects are addressed and the end of defects certification is issued within timeframes.
- Ensure the Post Project Evaluation for each scheme is completed with target dates.

### **Representational Role**

The post holder shall be required to represent the organisation in a positive and committed manner.

The main tasks involved include:

- The attendance at conference events, seminars, meetings and training sessions as required.
- The provision of effective communications both internally and externally with our partners and other agencies and organisations.
- The development of appropriate publicity literature and information in respect of our housing and related services.
- To liaise with external organisations and agencies and to develop systems to promote awareness of the services provided by the organisation.

- Ensuring that all reports of dis-repair are recorded and actioned in accordance with the Associations procedures.

### **Quality Assurance**

The post holder shall be required to ensure that all services are provided in accordance with the agreed quality standards of the organisation.

The main tasks involved include:

- Positively contributing to the development of relevant quality and performance standards for all aspects of the service.
- The post holder shall contribute to the development of performance standards monitoring procedures to ensure compliance and organisational standards.
- The post holder shall review targets, measures, action plans.
- The post holder shall ensure that the Senior Management Team are apprised of performance accordingly.

### **Customer Service Delivery**

The post holder is responsible for ensuring the day-to-day delivery of all activities associated with the role.

The main tasks include:

- Provision and delivery of services on a day to day basis to agreed standards.
- To establish effective monitoring and liaising arrangements both internally and externally.
- To ensure compliance with all statutory obligations and organisational policies and procedures.
- To manage and supervise all organisational resources in an efficient and effective manner.
- To ensure delivery of all services to the highest quality standards.
- To develop a culture of team-making and innovation within a framework of continuous employment.
- To ensure that service users are fully engaged in the provision of all services and that service users satisfaction is maintained to the highest levels.
- To ensure that the organisation's values and ethos are promoted throughout the delivery of our services.

### **Any other Duties**

The post holder shall be required to always represent the organisation in a positive and professional manner.

Attendance at conference events, seminars, meetings, and training sessions may be required on occasion outside of normal working hours.

The post holder may be required on occasion to be involved in internal working groups or teams in the development of new departmental initiatives, public relations activities or in the development of organisation or service-related literature.

The postholder may at times be required to undertake a range of cross departmental and generic activities related to their area of responsibility, and behalf of the association where required, in the event of staff absences, shortages and as directed by the Development Manager.

This Job Description is not exhaustive and only highlights the key areas and tasks associated with this post.

It cannot be prescriptive, and it is a requirement of post holder 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.

### **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 attend work outside normal office hours.

### **HOURS**

Hours will normally be 37 per week. The post holder maybe 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 rising to 27 after 5 years' service, increasing to 32 days after 10 years' service, plus 13 customary holidays.

## PERSONNEL SPECIFICATION

**Position:** Development Officer

**Date:** July 2022

SHORTLISTING CRITERIA	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<p>Educational Attainment &amp; work experience &amp; knowledge (Must Demonstrate on Application)</p>	<p>Degree level qualification in a property, construction or housing related environment and have a minimum of 1 years' experience within the last 5yrs in a property development/construction role.</p> <p><b>or</b></p> <p>Have at least 5 GCSE's including English &amp; Maths and 3 years relevant experience in the last 5 years in a property, construction or housing related environment.</p>	<p>Professional membership from a relevant body e.g. RICS, CIOB, RIBA</p> <p>A minimum 3 years' experience, within the last 5 years, within a similar role within the social housing sector.</p> <p>Knowledge of NI Public Procurement Policy and Public Contracts Regulations.</p> <p>Knowledge of sustainability and environmental issues and assessment tools.</p>
<p>Relevant Experience (Must Demonstrate on Application &amp; Interview)</p>	<p>Relevant experience must include reference to at least three of the following:</p> <ul style="list-style-type: none"> <li>• Site Identification</li> <li>• Contract and/or project management</li> <li>• Procurement</li> <li>• Stakeholder Engagement</li> <li>• Assessing project risk</li> <li>• Financial control and monitoring</li> <li>• Sustainability and environmental issues</li> <li>• Delivering against key performance indicators and contributing to performance reports</li> </ul>	
<p>ICT Skills (Must Demonstrate on Application)</p>	<p>Must be competent in the use of MS Office applications.</p>	



Transport (Must Demonstrate on Application)	Must hold a valid driving licence & have access to a car for business purposes for use in the fulfilment of the role.	
Customer Focus (Interview)	Have effective interpersonal communication skills. Has experience in adopting excellent service initiatives and is proactive in identifying solutions to problems. Applies a professional approach to ensuring good quality service to all stakeholders.	
Data Protection (Interview)	Is familiar with the requirements of the general data Protection Regulations and is experienced in providing a confidential service to customers and in managing their personal information in a confidential manner.	
	<b>PERSONAL BEHAVIOURS</b>	
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. Therefore, 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 Equal Opportunities Questionnaire and return it in a separate envelope addressed to the Monitoring 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 the Recruitment Officer either by telephone on 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 to ensure that our Recruitment Policies and Procedures are effective. All applicants are required to complete the Equal Opportunities Questionnaire associated with this application and to return it for the attention of 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.