



APPLICANT INFORMATION PACK

COMMUNITIES OFFICER

Enclosed:

Introduction

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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:

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

ARK HOUSING ASSOCIATION

JOB DESCRIPTION

JOB TITLE	Communities Officer
LOCATION	Head Office (Hybrid working available)
ACCOUNTABLE TO	Director of Housing
REPORTING TO	Community Investment Manager

JOB PURPOSE

To work alongside the Community Investment Manager to plan, deliver and implement the Association's 'Shared Housing' programme efficiently and effectively.

MAIN TASKS

- Plan and deliver the Association's shared housing action plans and good relations activities as directed by the Community Investment Manager;
- Work positively and collaboratively with relevant organisations, families and communities in shared housing schemes and neighbouring communities to identify opportunities to promote good relations;
- Establish local advisory group partnerships, comprising of statutory agencies and local and community groups to develop, promote and monitor the progress of good relations plans;
- Plan, support and coordinate a wide range of formal and informal community engagement and consultation approaches with tenant and local community engagement groups and forums within the immediate area for housing for all projects, as well as the surrounding 5-mile radius;
- Maintain and report on all required records and monitoring information in relation to the good relations plans as directed by the Department for Communities;
- Prepare reports as and when requested or required, including those relating to shared housing;
- Develop and implement a communications plan to promote all good relations activities and initiatives in conjunction with Corporate Services;
- Attend regular community meetings, tenant and leaseholder meetings;

- Organise and participate in meetings, tenant conferences and events, roadshow events and other meetings as necessary;
- Offer hands on, practical advice and assistance to tenants and leaseholders regarding ways to get involved;
- Develop and deliver community audits in line with shared housing requirements
- Identify and seek to secure other funding streams to support additional good relations activities;

General

- Attend regular supervision and performance coaching discussions with the Community Investment Manager
- Participate in any internal and external personal development training/learning being provided or recommended by the Community Investment Manager
- Comply with the requirements of the Freedom of Information Act (where applicable), Data Protection (to include the General Data Protection Regulation, 2018) Equal Opportunities and Equality legislation including ensuring the implementation of the Association's responsibilities under Section 75 of the Northern Ireland Act 1998 within all areas of responsibility;
- Ensure that core values of the organisation are incorporated into all work activity;
- Ensure that all delegated responsibilities are carried out in accordance with the requirements of legislation and the Association's Health and Safety and Lone working Policies and Procedures;
- Work in collaboration with other departments, to ensure that processes are joined up appropriately and are aligned to the achievement of the Associations aims and objectives in terms of community engagement and the principles of shared housing.

Representation

The post holder shall be required to represent the organisation in a positive and committed manner. The main tasks involve include:

- Attendance at conference events, seminars, meetings and training sessions as required;
- Provision of effective communications both internally and externally with our partners and other agencies and organisations;

- Liaise with external organisations and agencies and to develop systems to promote awareness of the services provided by the organisation.

General

A high degree of flexibility is required as the post-holder may on occasions be required to work in the evenings or weekends to attend meetings, functions and conferences.

This list is not exhaustive and only highlights key areas and tasks associated with this post. 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 organisation 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 role, you will be required to work away from Head Office at other locations. Ark Housing also operates a Hybrid working policy.

You may also be required to work outside normal office hours, including attending occasional weekend or evening meetings.

Hours

Hours will normally be 37 per week.

Holidays

Holidays would normally be 22 days rising to 27 after 5 years' service, and 32 days after 10 years' service. In addition, the Association provides 13 statutory and customary holidays.

SALARY

Salary Range £29,243-£33,596

The project is supported by The Executive Office and The Department for Communities Shared Housing Programme.



PERSONNEL SPECIFICATION

Position: Communities Officer

Date: March 2023

SHORTLISTING CRITERIA	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Educational Attainment (Must Demonstrate on Application)	Relevant 3rd Level education (University Degree) OR A BTEC Higher qualification (or equivalent) and 3 years relevant experience OR 5 years community development /community relations experience	OCN Level 2 Community Development Qualification
Relevant Experience (Must Demonstrate on Application)	Have a minimum of 2 years' experience within the last 5yrs incorporating at least three of the following service areas: <ul style="list-style-type: none"> • Community Engagement and Tenant Participation • Good relations work • Working on funded projects/programmes • Successfully developing relationships and partnership working with other agencies and stakeholders • Managing and monitoring budgets 	Experience of completing and implementing funding/ grant applications Experience of using social media channels to develop and promote activities Knowledge of best practice in community development Knowledge of the Together Building United Communities Strategy

ICT Skills (Must Demonstrate on Application)	Must be competent in the use of MS Office applications.	
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.	
Data Protection	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.	
Customer Focus	Has experience in adopting excellent customer service initiatives and is proactive in identifying solutions to customer facing problems. Applies a professional approach to ensuring good customer service.	
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 customers fairly and equitably and demonstrates respect for diversity.	
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

Guidance Notes on completing your Application Form

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.

CV's 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

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

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
- 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.