



## **APPLICANT INFORMATION PACK**

**Housing & Customer Services Administrator**

**Enclosed:**

Guidance Notes

Job Description

Personnel Specification

## **GUIDANCE NOTES**

### **Introduction**

Thank you for your interest in applying for this position with Ark Housing. Please use the information provided below 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.

For further information, contact:

*The Corporate Services Officer*  
*Ark Housing Association*  
*37a Stockmans Way*  
*Belfast*  
*BT9 7ET*  
*Email: [recruitment@arkhousing.co.uk](mailto:recruitment@arkhousing.co.uk);*  
*Tel: 028 90 752310*

### **Organisational Background**

Ark Housing Association Northern Ireland Ltd. is a registered housing association and charity established to provide homes and support services to those in housing need.

Our accommodation is situated throughout Northern Ireland and comprises of a wide range of house types and apartments, providing affordable and high-quality homes to families, couples and single persons.

In addition to general needs housing, we provide supported accommodation solutions for persons with more specialist or complex needs. Depending on the type of service, we either manage this directly or in partnership with others. Our range of specialist service provision includes residential care, supported living, sheltered housing, and homelessness. Our supported housing partners include the Northern Ireland Housing Executive, Supporting People, Inspire, South Eastern Health & Social Services Trust and Threshold N.I.

We continue to be a developing association, investing approximately £20m per annum in new build provision. This investment will ensure that we continue to be a sustainable organisation whilst meeting need across the social housing sector. All our new developments are funded through a combination of private finance and capital grants from the Department for Communities.

Ark Housing Association is registered with, and regulated by, the Department for Communities (DfC 50), the Financial Conduct Authority (IP306) and the Charity Commission for Northern Ireland (104547).

## **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**

*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*

## **Guidance Notes on Completing Your Application Form**

It is important that you read these notes carefully before you complete the application form.

### **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 also 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 it is your responsibility to ensure that you demonstrate clearly on the form how you meet that criteria.

### **Short Listing of Candidates**

Candidates will be selected solely on the information provided in their application form. Therefore, 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 considered if you submit a CV.

### **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 may also be required, where applicable. 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 and 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.

All personal data provided by you, may be held by the Association for a period of up to one year in accordance with our Data Retention Policy.

## **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 may require additional support or assistance because of a disability or other consideration which may hinder them in this application process. This assistance may include the provision of translation service, the provision of information in an alternative format for the documents or arrangements to facilitate a specific disability.

If you require such assistance, please contact the Corporate Services Officer 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.

## **General Points**

The application form may also be completed by hand and, where this is the case, it should be completed in BLACK INK and must be legible.

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
- Please ensure that the form has been signed and dated, otherwise it will not be accepted.
- Do not send any supporting documentation with this application form.
- 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.

## **Return of Application Documentation**

### By Post

- Application documentation may be returned by post to the following address:  
  
Ark Housing Association  
Hawthorn Office Park  
37a Stockmans Way,  
Belfast  
BT9 7ET
- The application form should be marked for the attention of the **Recruitment Officer** and marked 'Private & Confidential';
- The Equality Monitoring Questionnaire should be marked for the attention of the **Monitoring Officer** and marked 'Private & Confidential'.

### By Email

- Application documentation can be returned by email to the following email address:  
[recruitment@arkhousing.co.uk](mailto:recruitment@arkhousing.co.uk)
- The application form should be emailed separately and marked for the attention of the **Recruitment Officer**
- The Equality Monitoring Questionnaire should be emailed separately and marked for the attention of the Monitoring Officer.

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Housing & Customer Services Administrator
<b>LOCATION:</b>	Head Office, Belfast
<b>REPORTING TO:</b>	Housing & Communities Manager
<b>ACCOUNTABLE TO:</b>	Director of Housing

### **Job Purpose:**

- To provide an effective and efficient customer liaison and administrative service in respect to the Housing and Customer Services department;
- To provide an effective and efficient administrative service in respect to the Association's *Housing for All* programme.

### **Main Duties and Responsibilities**

- Assist customers in a helpful, calm, and tactful manner;
- Accurately record and refer all incoming enquiries in respect to housing management received by telephone, email, in person or in writing, utilising the SDM (housing software) system;
- Properly maintain, monitor and update the property and tenant database on the SDM (housing software) system;
- Collect data on customer service standards, performance out turns and prepare routine reports for management;
- Follow up all enquiries with customers to ensure a high level of satisfaction with customer services;
- Provide administrative support to Housing and Customer Services staff;
- Provide administrative support in respect to the Associations *Housing for All* schemes.

### **Housing Management Duties and Responsibilities**

- To monitor, record and report on a range of key performance indicators in relation to Housing and Customer Services;
- To assist the Housing & Customer Services Officers with rent management and arrears recovery administrative processes in line with the Association's Rent Arrears Policies and Procedures;
- To provide advice to tenants on matters relating to their tenancy as required and liaise with the Northern Ireland Housing Executive, Universal Credit Team and Land & Property Services in relation to benefit entitlement;
- Fully utilize the SDM system in the management and reporting of rent arrears;
- Apply the approved annual rent, rates and service charge increases to all rent accounts;
- Issue rent statements and annual increase letters as required;

- Support the Housing & Customer Services Officers in the allocation of properties in line with the Allocations Policies and Procedures;
- Operate the Northern Ireland Housing Executive Management System (HMS) for the allocation of tenancies as directed by the Housing & Customer Services Officers;
- Support the Housing & Customer Services Officers by keeping all the paperwork required for transfer assessments up to date, including setting appointments and all relevant communication with tenants;
- Support the Housing & Customer Services Officers by recording and keeping up-to-date accurate information regarding incidents of reported/alleged anti-social behavior;
- To assist with administrative duties across the full breadth of the housing management department

### **Together: Building United Communities (T: BUC)**

- Assist the Housing & Communities Manager in the administration of the T: BUC scheme;
- Undertake research and surveys on matters relating to *Housing for All* schemes;
- Maintain all required records and information in relation to any Housing for All Projects.

### **General Administrative Duties and Responsibilities**

- Assist the Director of Housing with the preparation of papers for the Senior Management Team, Committee and Board meetings;
- To work on specific projects as directed by the Director of Housing;
- Take minutes of meetings as required;
- Supply regular housing management material to the Corporate Services Officer for inclusion on the website & PR activities;
- Liaise and build effective working relationships as appropriate with other staff and external parties;
- To carry out a range of telephone-based customer satisfaction surveys/ post-allocation surveys/ tenancy termination surveys (list is not exhaustive);
- Create, develop and maintain effective internal and external working relationships;
- Ensure competent use of office and IT equipment;
- Plan and organise own workload;
- Have an active role in the implementation of customer service standards;
- Ensure all duties and responsibilities are carried out within standards outlined in the Housing Association Guide and Regulatory Framework;
- Ensure adherence to the policies and procedures of the organisation, particularly those regarding equal opportunity, health and safety and confidentiality;
- Adhere to data protection regulations in dealing with customer information and queries;
- Actively engage in on-going learning and development, to ensure sufficient knowledge to excel in your duties;
- Be proactive and innovative to ensure that systems are effective, and proactively seek ways to improve both own and team's standard of customer service delivery;
- To undertake all duties in such a way as to enhance and protect the reputation and public profile of the Association;



- Co-operate with the general work of the Association. Amendments to the job description may be necessary in order to adapt to changes in operational circumstances

### **Communication**

- To ensure effective communication both internally and externally with colleagues, agencies and others;
- To ensure the provision of effective reporting both verbally and written as required;
- To ensure confidentiality is always maintained;
- To ensure all work is maintained and communicated in accordance with the standards expected by Ark Housing;
- To ensure the provision of any statistical information, returns, reports as required

*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**

This post is based at the Association's Head Office, Hawthorn Office Park, 37a Stockmans Way Belfast, BT9 7ET.

- **Hours:** 37 hours per week.
- **Holidays:** 22 days annual leave, moving to 27 after 5 years' service and 32 days after 10 years' service.
- **Salary:** Starting Salary Range £18,772-£20,428 with a contributory pension scheme (NILGOSC) - currently 20% employer contribution.

**PERSONNEL SPECIFICATION**

**Position:**     **Housing and Customer Services Administrator**

**Date:**         **February 2020**

<b>CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Educational Attainment	A minimum of 5 GCSEs or equivalent at Grades A-C Including English and Maths  or  A minimum of 3 years' experience in a similar role in the previous 5 years	Chartered Institute of Housing (CIH) Level 3 or above housing related discipline.  Professional qualification and current professional membership (ie Chartered Institute of Housing)
Relevant Experience	Minimum of 2 years previous experience in the last 5 years in a similar role  Competent use of Microsoft office applications, including Outlook, Word, Excel and Powerpoint.	Experience of working in the housing association environment  Knowledge of the Housing Selection Scheme for Northern Ireland  Knowledge of the Housing Association Guide (HAG).
Skills & Abilities	Sound interpersonal and communication skills.  Excellent communication skills.	

	<p>Must have previous experience working as part of a team.</p> <p>Be able to plan, organise and prioritise individual workload.</p> <p>Must demonstrate experience of report writing.</p> <p>Be able to deal with stakeholders in a confidential and non-judgemental manner.</p> <p>Excellent problem-solving skills.</p>	
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## Core Competencies

### Customer Focus

This is the commitment to putting customers first and ability to deliver a consistently high-quality service

Committed to putting 'customer requirements first', focuses on customer satisfaction, providing a professional and quality customer service and positively promoting the Association to all customers.

### Communication

This is the ability to communicate clearly and effectively with a diverse range of people and take account of their views

Communicates effectively with a range of customers, listening to the views and opinions and providing the right advice and information for the individual circumstances.

Promotes a polite, positive and helpful customer experience.

### Team Working

This is using interpersonal skills to work co-operatively with colleagues to share information, learning, knowledge and to promote a positive and effective working environment

Has a clear understanding of the team goals and objectives and ensures a professional service is delivered at all times.

Treats all team members with respect and has a 'can do' attitude to achieving team goals.

Seeks ways to contribute to and improve team performance.

### Embraces Change

This is about the ability to plan and adapt to work in a variety of different situations, individuals and groups. It is about having a positive attitude to change and the ability to improve performance.

Is receptive to new ideas, demonstrates a willingness to adapt to new work practices and gets involved in influencing changes.

Supports the long-term goals of the organisation and explains the positive benefits of change for the team and department.