

# Recruitment Pack

Community Engagement Officer  
Part-Time Post (25 hours per week)





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# Join the NB Housing Team & get the following rewards

- Salary is £33,366 - £38,626 (pro rata) per annum
- Generous optional contributory **pension scheme** currently at employer contribution of 19% (£6,339 pro rata pa)
- **Hybrid working** arrangement
- **23 days** annual leave pa rising to 28 after 5 years' service (pro rata)
- **12** customary holidays (pro rata)
- Occupational sickness scheme
- Private **Healthcare** option
- Excellent work and family friendly policies
- Employee assistance programme
- Flexitime scheme
- 25 hours per week

The closing date for this post is 20th May 2025 at 12 noon and applications should be returned via post to Gatelodge Office, 8 Flax Street, Belfast, BT14 7EQ, or by email to [info@nb-housing.org](mailto:info@nb-housing.org). Applications received after this time will not be considered.

Again, we would like to thank you for your interest in NB Housing and wish you every success.

NB Housing is an equal opportunity employer

**INVESTORS IN PEOPLE®**  
We invest in people Gold

Investors in People Gold  
Award recipient



Member of the Belfast  
Business Promise



# About NB Housing

NB Housing is a registered social housing provider created in 2014 after the merger of two community-based housing associations in North Belfast. We currently manage approximately 1,100 homes and our portfolio extends to supported housing, housing for the elderly and general family accommodation.

We are a not for profit business with charitable status led by a voluntary Management Board. We employ 46 staff including support staff within our supported housing schemes, caretaking service staff and head office staff. Our main area of operation is North Belfast but we have extended our activity to seek development opportunities across Northern Ireland. At NB Housing we are passionate about the role we play in society and believe our Vision, Mission and Values is what makes us.

## Vision

To provide quality, affordable, sustainable homes and support to all NB Housing tenants.

## Mission

To provide homes where people feel safe, supported and respected.



### Values



#### Respect

We act with fairness and integrity in all our interactions with others, treating employees, customers, and stakeholders with dignity and worth. Everyone will take ownership of their actions, do the right thing, and foster a culture of trust and positive employee morale.



#### Impactful

We achieve sustainable quality of life improvements for our tenants. We are proactive in achieving positive impacts for individuals and lasting positive changes for people and places. Opportunities to innovate and to have greater impact are welcomed.



#### Togetherness

We are proactive in providing opportunities for people to engage with us and help us improve our services. We will collaborate effectively with each other internally and externally to provide safe, sustainable homes that meet the needs of our tenants.



# Our Governance and Senior Executive Structure

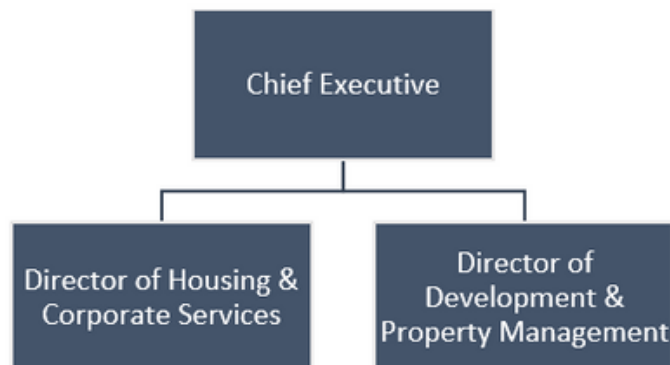
Our aim is to ensure that the governance of NB Housing complies with the requirements of the law, relevant regulators, and best practice. NB Housing is managed by 13 Voluntary Board Members from various professional and social backgrounds who meet regularly to govern the affairs of the Association.

The Board is supported by the Senior Management Team who is led by the Chief Executive.

## Board & Subcommittee Structure



## Senior Management Team Structure

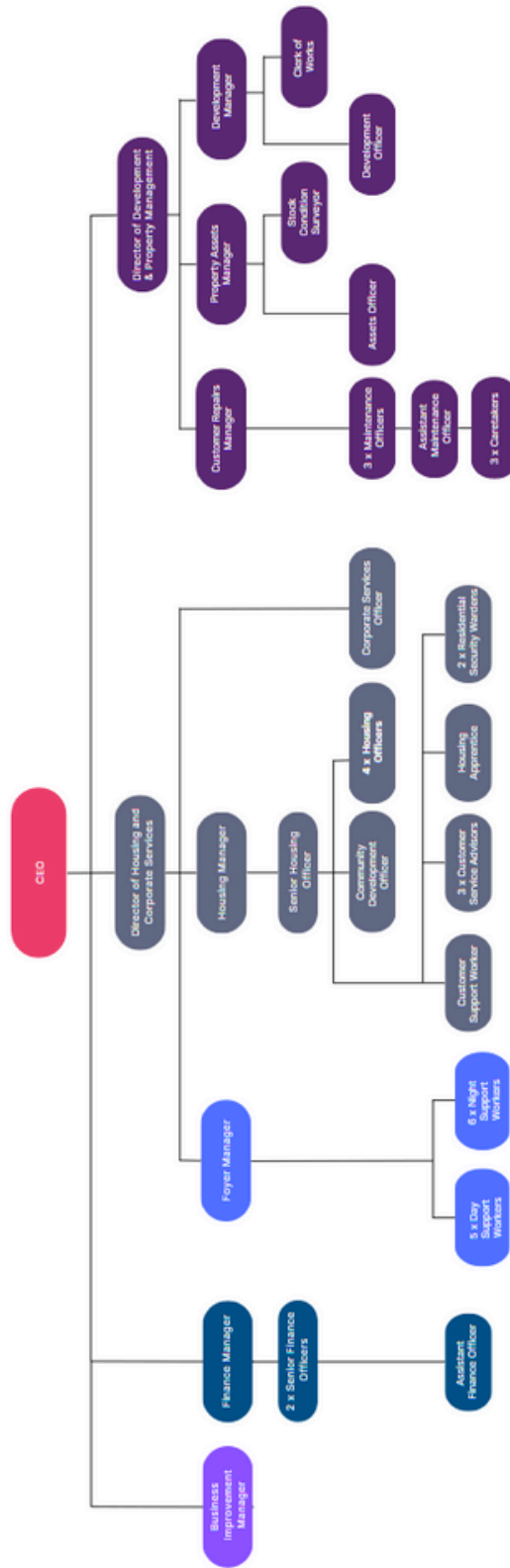




# Our Staff Structure



## Staff Structure





# Job Description

## Job Summary

To deliver our Good Relations Plan promoting a united community based on equality of opportunity. The role will involve setting up community activities and promotional events that encourage good relations and partnering with many local organisations and agencies. The role will involve the development of tenant panels and delivery of our tenant participation strategy.

## Key Tasks

- To promote and foster a community where residents feel welcome and have a positive contribution to the community and to encourage tenant engagement
- To enhance neighbourliness through building community spirit and encouraging involvement in community led initiatives and programmes this will include activity events, fun days, group clean up, presentations, etc.
- To promote awareness of the benefits of tenant engagement and empowerment. To undertake presentations to community groups, local councils, NIHE Housing for All teams and management
- To collect and compile data and information that support good relations and diversity. This will include creating a recording system of events and activities, production of progress reports, promotion of the association's tenant participation events, preparation of articles for our newsletter
- To work positively and collaboratively with relevant organisations, families and communities to develop, promote and monitor the good relations plan. Establish and maintain key working partnerships with statutory bodies, including the Housing Executive (NIHE), Department for Communities (DfC) as well as relevant statutory, voluntary and community groups
- To maintain and provide detailed progress reports on activities including monitoring information
- Arrange and attend tenant and community meetings, roadshow events and other meetings as required
- To ensure the highest levels of customer satisfaction and involvement
- To work with other teams' members and colleagues across the association to deliver a high-quality service to our tenants. This may include involvement in service reviews and tenant participation audits.
- Prepare comprehensive risk assessments for all events to ensure risks are identified, mitigated and managed.
- To produce and implement Good Relations Plans for Housing for All Schemes



## General

- Adhere to all policies and procedures
- Adhere to the rules of NB Housing in relation to equality of opportunity. Adhere to all policies and procedures. Assist with implementation of customer service standards
- To promote the organisations Vision, Mission, Values (Respect, Impactful, Togetherness), Aims and Objectives. Adhere to the rules of NB Housing in relation to equality of opportunity. Liaise and build effective working relationships as appropriate with other staff and external parties including NIHE, local community groups, etc.
- To maintain professional boundaries and confidentiality within the Association. To be part of the association staff team and participate in group discussions, operational review, performance assessments, etc.
- To maintain professional boundaries and confidentiality within the Association. Maintain awareness of the external business environment to identify changes which may have an impact on the organisation
- To participate in Performance Reviews and supervision sessions. To attend staff meetings, training, forums which may on occasion occur outside normal working hours
- Actively promote the operations of the Association
- To carry out any other duties as may be reasonably expected from time to time. Actively promote the operations of the Association

Please be advised that this list is not meant to be exhaustive and may be added to or amended as and when deemed necessary.



# Personnel Specification

Specification	Essential	Desirable
Qualifications	3 <sup>rd</sup> Level education (University Degree/HND/HNC or equivalent) OR 3 years' experience in a similar environment.	Degree Qualification in Housing related subject
Job Experience And Training	Minimum of 1-year relevant experience (within the last 5 years) in housing, good relations or related community development role.	Experience of working in a social housing environment.
Specialist Knowledge	Knowledge of community and support agencies and their functions  Understanding of Good Relations/Community Safety/Equality issues	Appreciation of community and social issues & effects on tenants.  Knowledge of the Housing Association Guide and Regulatory Framework  Knowledge of Tenant Participation strategy
Special Skills / Aptitudes	Computer Literacy: A good working knowledge of Microsoft Office packages including Word, Excel and Outlook.  Confident in use of a range of social media platforms  Excellent interpersonal and communication skills, both verbal and written  Excellent report writing skills  Able to establish and participate in community engagement forums/focus groups	Knowledge of 'Supporting People'  Experience of Investors in People standard.  Evidence of achieving excellence in delivery of customer service



Specification	Essential	Desirable
	<p>Able to communicate with tact, empathy and sensitivity</p> <p>Excellent planning &amp; organisational skills</p> <p>Demonstrates ability to prioritise and work to deadlines</p> <p>Ability to work with groups in an inclusive and participatory manner</p> <p>Ability to work independently and use own initiative</p>	
Disposition	<p>Approachable</p> <p>Shows common sense and initiative</p> <p>Vigilant</p> <p>Good Team player</p>	
Personal Circumstances	<p>Accessible to location</p> <p>Flexibility to work outside normal working hours when required</p>	
Others (specified)	<p>Clean Driving License</p> <p>Access to transport</p>	<p>General awareness of health and safety regulations (including fire).</p> <p>Awareness of confidentiality, GDPR and Data Protection Rules</p> <p>Awareness of legislation relating to vulnerable adults.</p>





# Contact Us



**Website**

[www.nb-housing.org](http://www.nb-housing.org)



**Phone**

028 9059 2110



**E-mail**

[info@nb-housing.org](mailto:info@nb-housing.org)



**Social Media**

@nbhousing



**Address**

Gatelodge  
8 Flax Street  
Belfast  
BT14 7EQ