

# Recruitment Pack

Housing Officer



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# Join the NB Housing Team & get the following rewards

- Salary is £33,366 - £38,626 per annum
- Generous optional contributory **pension scheme** currently at employer contribution of 19% (£6,339 pa)
- **Hybrid working** arrangement
- **23 days** annual leave pa rising to 28 after 5 years' service
- **12** customary holidays
- Occupational sickness scheme
- Private **Healthcare** option
- Excellent work and family friendly policies
- Employee assistance programme
- Flexitime scheme
- 37 hours per week: Mon-Thurs 9-5, Fri 9-4.30pm

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		
 <b>Respect</b> 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.	 <b>Impactful</b> 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.	 <b>Togetherness</b> 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

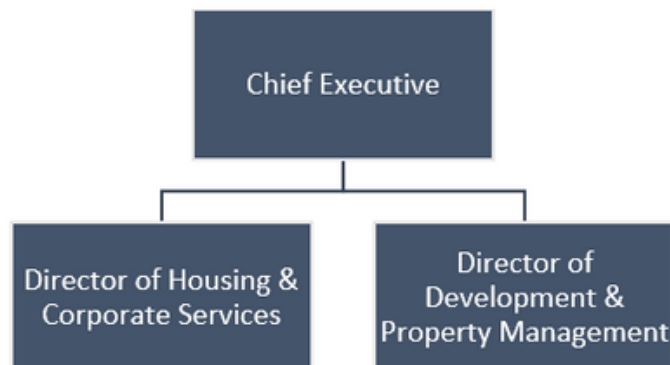
Our aim is to ensure that the governance of NB Housing complies with the requirements of the law, relevant regulators, and best practice. NB Housing is managed by 13 Voluntary Board Members from various professional and social backgrounds who meet regularly to govern the affairs of the Association.

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

## Board & Subcommittee Structure



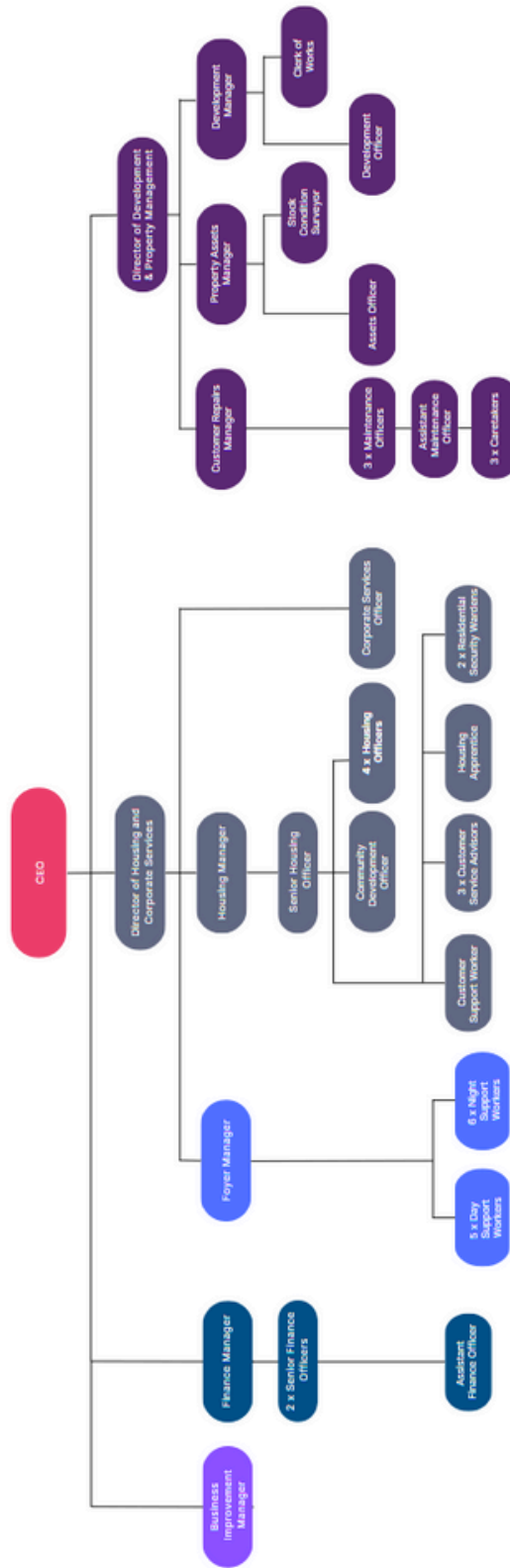
## Senior Management Team Structure



# Our Staff Structure



## Staff Structure



# Job Description

## Job Summary

To ensure the effective and efficient delivery of housing management operation and assist the Association to achieve its core aims and objectives.

To manage housing tenancy and licensee to ensure best use of housing stock, rent and void management, anti-social behaviour, etc.

To instil a culture of customer focussed business development.

## Key Tasks

- To assist with providing an innovative, professional and proactive tenancy support service
- To undertake duties in relation to the allocation of dwellings in accordance with the Housing Selection Scheme and best practice. Ensuring allocations are made promptly and reduce void loss. Carry out accompanied property viewings as part of the allocations process. Sign up all new tenants, advising them of the conditions of tenancy, assisting with the completion of housing benefit/UC forms, etc.
- To undertake duties across the full breadth of the housing management department.
- To manage rent arrears & other tenant charges in accordance with duties detailed in the Rent Recovery & Recoverable Charge Policies, including preparation and attendance at court if required
- Take responsibility for the management of the rent arrears process, and escalating serious matters or matters requiring legal action to the Housing Manager.
- Maintain an effective filing and computerised diary system in respect of housing management issues, updating tenant information, support plans, household mix, arrears activity as appropriate.
- Provide the Housing Manager/Director of Housing with information required for reporting to SMT, Committee and Board
- Undertake tenant visits, providing a support service for any problems, finding a suitable resolution where possible.
- Provide targeted signposting and support to customers in relation to welfare benefits, budgeting, money management, fuel poverty and consumer credit, in order to maximize income and promote financial inclusion
- Encourage and promote tenancy participation strategies including attendance at Tenant Forums

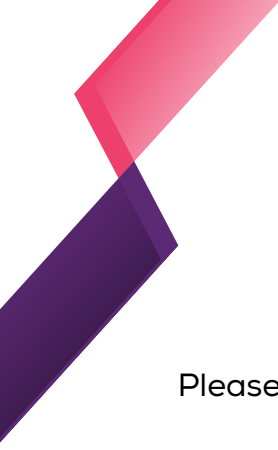


- Investigate and report any alleged/suspected tenancy fraud cases.
- Management of anti-social behaviour issues/complaints, in line with company policy and procedure.
- Liaise with the maintenance team to manage stock appropriately
- Possess and maintain detailed knowledge of benefit, housing and other relevant legislation, briefing staff and/or customers on relevant areas including the production of literature and reference materials
- Prepare and manage write off processes in accordance with procedure
- Manage all tenancy related matters including termination of tenancy, key collection, etc.
- Supply regular housing management material for the web site
- Assist with implementation of customer service standards and achieve targets detailed in the association's corporate and annual performance indicators
- Liaise and build effective working relationships as appropriate with other staff and external parties including NIHE, local community groups, etc.
- To be part of the association staff team and participate in group discussions, operational review, performance assessments, etc.
- Maintain awareness of the external business environment to identify changes which may have an impact on the organisation
- Ensure all duties and responsibilities are carried out within standards outlined in the Housing Association Guide and Regulatory Framework

## General

- Ensure all activities are conducted in accordance with the Company's Health and Safety and Equal Opportunities Policy.
- Adhere to the rules of NB Housing in relation to Section 75 and equality of opportunity
- To promote the organisations Mission, Values (Respect, Impactful, Togetherness)
- To maintain professional boundaries and confidentiality within the Association
- To attend staff meetings, training, forums, which may occur outside normal working hours
- To participate in Performance Reviews and supervision sessions
- Actively promote the operations of the Association and maintain and develop links with outside agencies, ensuring the best interests of the Association are promoted at all times
- Adhere to policies and procedures as contained within Staff Handbook
- Conduct all activities with confidentiality and in accordance with the requirements of Data Protection Legislation.



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- Carry out any other duties as may be reasonably expected from time to time that are within the competence of the post holder and conducive to the effective delivery of the role and success 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
Physical Make up	Professional tidy appearance	
Qualifications	3rd Level education or equivalent OR a minimum of 2 years experience within the last 7 years in a similar role	Degree Qualification in Housing Related subject
Job Experience And Training	A minimum of 1-year experience within the last 5 years in a similar role	
Specialist Knowledge	<p>Has a good understanding of the role and responsibilities of a housing officer.</p> <p>Knowledge of the Housing Selection Scheme and allocation process.</p> <p>Knowledge of Universal Credit/ Benefits system.</p> <p>Knowledge of rent arrears management.</p> <p>Knowledge of void management</p> <p>Knowledge of managing Anti - Social Behaviour</p>	<p>An understanding of the needs of social housing tenants.</p> <p>Knowledge of Tenant Participation strategy</p>

Specification	Essential	Desirable
Special Skills/ Aptitudes	<p>Computer Literacy: A good working knowledge of Microsoft Office packages including Word, Excel and Outlook</p> <p>Excellent interpersonal and communication skills.</p> <p>Good organisational skills</p> <p>Good customer service skills</p>	<p>Knowledge of 'Supporting People'</p> <p>Experience of Investors in People standard.</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/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**

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8 Flax Street  
Belfast  
BT14 7EQ