

# Housing Rights

A woman with curly hair, wearing a brown cardigan over a striped shirt, stands on the left, holding a marker and gesturing towards a group of people seated around a table. The group includes a man with a beard in a grey blazer and another man with glasses in a pink shirt. The setting is a modern office with large windows in the background.

## Recruitment Pack

**Business Support Lead**

**Closing date: Monday 4 August 2025 at midday**

when everyone has a **home**

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# WELCOME

## from our CEO

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Thank you for your interest in the role of Business Support Lead at Housing Rights.

This recruitment pack provides details of the work we do, the role of Business Support Lead and what we are seeking from candidates.

We are proud of the difference we make to people's lives in preventing homelessness and helping them with their housing problems. Last year, we helped over 13,000 people in Northern Ireland.

The commitment and dedication of our staff across all departments helps us achieve this. We are proud of our expert, passionate staff team.

In return, Housing Rights supports staff to develop their knowledge and careers. We offer flexible working, hybrid working and a generous leave entitlement. We work hard to ensure staff are working in a positive environment which promotes wellbeing and reflects our values.

The work of Housing Rights is becoming more critical in this unprecedented time. I hope the opportunity to join us is one that will interest and excite prospective candidates.

**Kate McCauley**



# WHO WE ARE

We improve lives by tackling homelessness and housing problems in Northern Ireland.  
We believe a good quality affordable home can be a building block to a stable life.  
We believe that everyone should have a home.

# WHAT WE DO

We help people in Northern Ireland live in safe, suitable, and affordable homes.  
We provide services for the public and professionals working in housing.

Our services include:

- housing advice via our helpline
- online housing advice and information via our website
- advocacy and legal representation
- housing mediation
- advice and support for people in or leaving prison
- specialist support for young people at risk of homelessness
- advice for landlords
- support for generalist advice agencies
- policy and participation service to positively influence decisions made about housing and homelessness
- training and events for housing and advice professionals

# THE DIFFERENCE WE MAKE

Over the course of 2023-2024 we supported people in Northern Ireland with housing and homelessness problems.



## **Prevented homelessness**

We helped prevent homelessness for a total of 1,307 households



## **Improved skills and knowledge**

94% of attendees felt attending our training improved their housing skills and knowledge



## **Provided advice**

We provided advice, advocacy, and representation services to 12,006 households, on 50,224 issues



## **Improved housing circumstances**

8 out of 10 people who used our helpline reported their housing circumstances had improved



## **Improved wellbeing**

7 out of 10 people who used our helpline reported an improved sense of wellbeing

## OUR VALUES

*"I appreciate the growing diversity of the staff in Housing Rights"*  
-Housing Rights Staff Survey 2023

Equality



Cooperation



Independence



Quality



Respect



Agility



## OUR BENEFITS AND CULTURE

We offer our staff the following benefits:



hybrid and flexible working



tailored learning and development plan



generous holiday allowance



enhanced employer pension scheme with free life assurance



accessible location and free parking



fun events for staff engagement



access to employee wellbeing services

*"Housing Rights is more a vocation than a job"*  
-Housing Rights Staff Survey 2023

Accreditations:



Living Wage Employer



Investing in Volunteers



Diversity Mark Accredited

*"I think overall Housing Rights has a great culture and the staff as a team are brilliant"*  
-Housing Rights Staff Survey 2023





# WORKING AT HOUSING RIGHTS:

*Results of our 2023 staff survey show:*

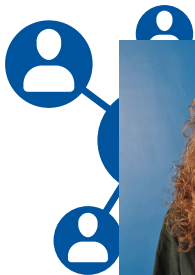


*5% increase in staff satisfaction in the last 5 years!*



*Categories staff were most satisfied with:*

- 1. My work*
- 2. Inclusion and Fair Treatment*
- 3. Wellbeing and Engagement*



***Kerry Logan - Participation and Policy Lead***

“ I love working alongside and learning from my colleagues right across the organisation at Housing Rights – it is a fab team, made up of people who are passionate about social justice and constantly going above and beyond to support people experiencing housing problems or homelessness. ”



***Eamon Sheridan - Housing Advocate (Young People)***

“ By providing effective advice and advocacy for my client's I have witnessed first-hand how our services can positively impact their lives. ”



***Bronagh Flynn - Business Development Lead***

“ I love the variety of my job and the people I work with. I work across the whole of the Housing Rights team and others within the housing sector every day. This allows me to help shape new projects and services that will help our clients and support the wider Housing Community - to ensure everyone has a home. ”

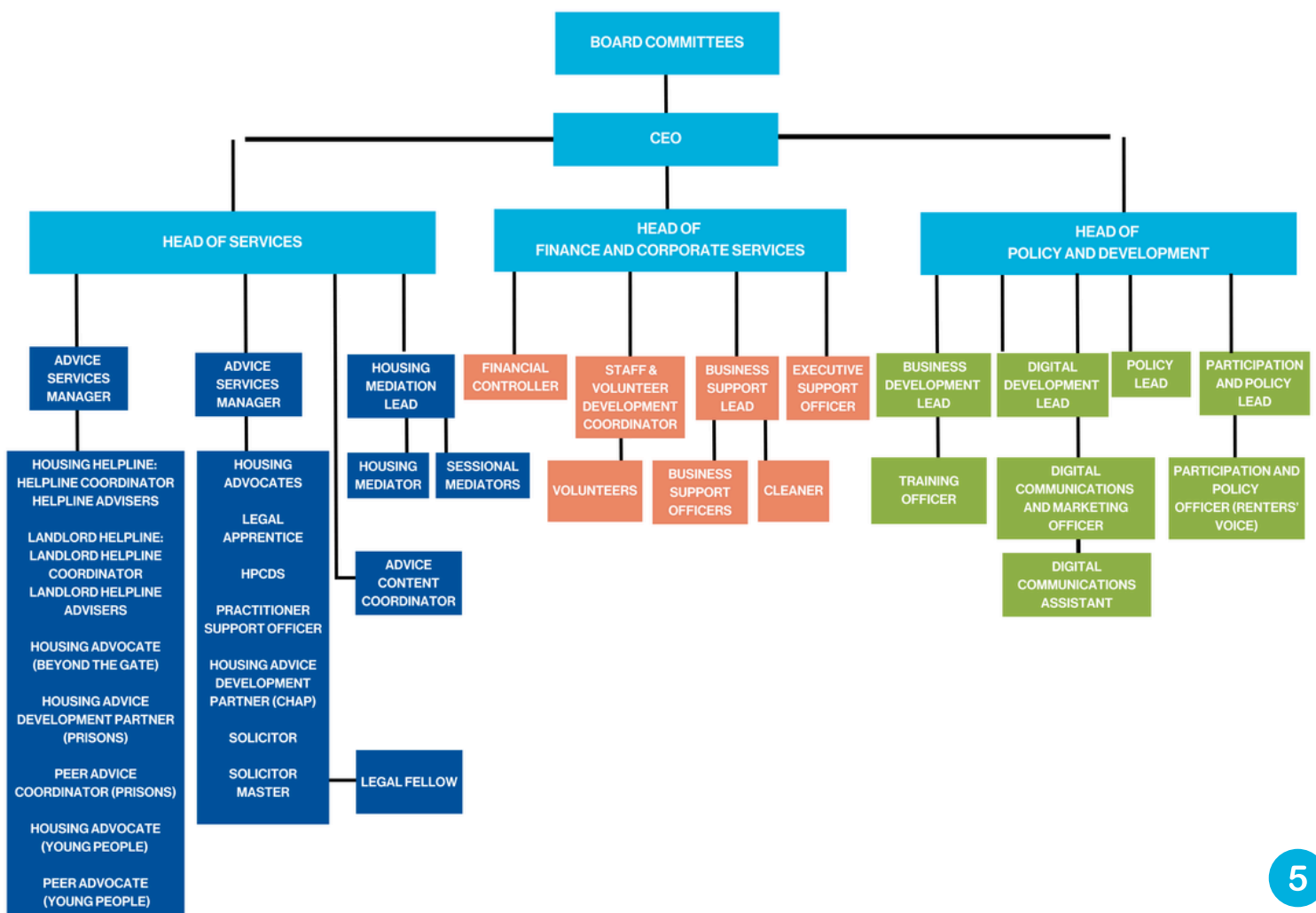
# ABOUT THE ROLE

The Business Support Lead plays a pivotal role in driving operational excellence at Housing Rights by leading the Business Support Team, overseeing the effective delivery of a wide range of organisational support functions including finance, human resources, health and safety, facilities management, information technology, data protection, procurement and contract management.

The key purpose of this role is to:

- lead on the delivery of quality business support services
- ensure all business support systems and processes are colleague and client-focused, up to date, regularly reviewed and implemented effectively
- support the strategic and operational planning and reporting processes
- provide leadership to the Business Support Team

## ORGANISATIONAL CHART



# JOB DESCRIPTION

## Purpose:

**The Business Support Lead is a key role within Housing Rights responsible for leading and supporting a team of people to achieve Housing Right's strategic and operational objectives. The post holder will be responsible for the professional delivery of a range of business support areas including Finance, Human Resources, Health and Safety, Facilities Management, Information Technology, Data Protection, Procurement and Contract Management.**

## Reports to:

Head of Finance and Corporate Services

## Key Duties:

- 1.0 Leading on the delivery of quality business support services**
- 1.2** develop and maintain strong relationships with the Leadership Team ensuring that needs are identified and met and expectations managed effectively
- 1.3** ensure systems and processes are in place for the Financial Controller and the Head of Finance and Corporate Services
- 1.4** ensure that funders requirements are embedded in Housing Rights systems and processes
- 1.5** lead on managing of Housing Rights supplier contracts, ensuring effectiveness and value for money
- 2.0 Ensuring that systems, processes and delivery are colleague and client focused, up to date, regularly reviewed and implemented effectively**
- 2.1** ensure the implementation of robust systems and processes to ensure that organisational objectives are met including statutory and regulatory e.g. Health and Safety, GDPR, Charity Commission SORP
- 2.2** lead the development and provision of business support services identifying opportunities for improvement including digital technologies in line with best practice
- 2.3** keep under review the organisation's Business Continuity Plan, making regular assessments of the effectiveness of the plan's provisions
- 2.4** pro-actively monitor the operating environment, identifying potential and emerging risks and working collaboratively with colleagues to manage organisational risks
- 2.5** ensure and oversee the implementation of a facilities maintenance plan for the organisation's premises



# JOB DESCRIPTION

continued

- 2.6** co-ordinate the investigation of FOIs, SARS
- 2.7** work collaboratively with colleagues to ensure the implementation of improvement initiatives, operating pro-actively and also in response to findings and conclusions of audits or reviews
- 2.8** develop, implement, and maintain data retention and archiving policies in accordance with legal, regulatory, and operational requirements. Working with departmental leads to define data retention periods and ensure consistent enforcement
- 2.9** to support the Head of Finance and Corporate Services in securing adequate accommodation to meet the requirements of staff and service users
- 2.10** to ensure adequate insurance cover is provided for all employees/service users/visitors/contents and property
- 2.11** to ensure premises are well maintained and in good decorative order, in accordance with the lease
- 3.0 Support the strategic and operational planning and reporting processes**
  - 3.1** provide timely information to the Head of Finance and Corporate Services to support strategic and operational decision-making
  - 3.2** ensure that the Executive Team have information to support corporate reporting and that it is effectively delivered in a timely manner
  - 3.3** manage the development, maintenance and implementation of monitoring systems as required
  - 3.4** ensure ongoing review and development of management information to support reporting activity
- 4.0 Leading the business support team**
  - 4.1** to line manage the business support team
  - 4.2** to monitor and evaluate one's own work and the work of the business support team
  - 4.3** to develop self to enhance performance and support development of business support staff
  - 4.4** to contribute to learning and development activities for the business support team
  - 4.5** to keep under review, the role profiles of Housing Rights business support team and ensure that the Business Support Team can support wider organisational priorities
- 5.0 Management of data protection**
  - 5.1** to carry out the duties of data protection officer including coordination and completion of subject access requests, as set out in the Information and Data Protection Policy and Data Breach Policy, and in accordance with the new General Data Protection Regulations (GDPR)

# JOB DESCRIPTION

continued

## **6.0 IT infrastructure**

- 6.1** oversee the maintenance, configuration, and reliable operation of computer systems, network infrastructure, and office hardware
- 6.2** ensure all IT systems are secure, backed up, and functioning efficiently  
monitor system performance and troubleshoot issues related to hardware, software, and networking
- 6.3** track support requests, identify recurring issues, and highlight remedial action required to the Head of Finance and Corporate Services
- 6.4** manage relationships with external IT service providers, software vendors, and hardware suppliers
- 6.5** oversee procurement, inventory, and lifecycle management of IT equipment and software licenses in accordance with organisational policies
- 6.6** ensure vendor compliance with contract terms and service-level agreements in consultation with the Head of Finance and Corporate Services
- 6.7** develop and implement organisational policies to ensure the appropriate use and security of facilities/ICT/organisational equipment and data

## **7.0 Policies and procedures**

- 7.1** lead and coordinate the annual review of policies and procedures
- 7.2** ensure the provision of administrative support for the compliance with quality standards, including e.g. Lexcel
- 7.3** communicate any policy changes across the organisation, ensuring staff understand and adopt updated procedures
- 7.4** coordinate training or awareness sessions when new policies or major updates are introduced
- 7.5** collaborate with all policy and procedure owners to ensure the schedule of policy and procedure reviews is up to date
- 7.6** regularly review and evaluate the effectiveness of business support policies and procedures
- 7.7** identify gaps or inefficiencies and propose improvements or simplifications
- 7.8** benchmark internal policies against best practices and regulatory expectations

# JOB DESCRIPTION

continued

## **8.0 Developing effective working relationships**

- 8.1** to create, develop and maintain effective internal working relationships
- 8.2** to create, develop and maintain effective working relationships with service users/external agencies and relevant stakeholders
- 8.3** to lead, facilitate and contribute to meetings/group discussions

## **9.0 Other**

- 9.1** to act in accordance with the agreed values of the organisation
- 9.2** to ensure the policies and procedures of the organisation are observed
- 9.3** to undertake any other duties, consistent with the post which may from time to time be required by the Leadership Team

The duties of the post will be subject to review in accordance with the needs of the organisation.

# PERSON SPECIFICATION

<b>Job title</b>	<b>Business Support Lead</b>
<b>Grade</b>	<b>NICS SO £37,694-£38,990 per annum (August 2025 pay scale)</b>
<b>Responsible to</b>	<b>Head of Finance and Corporate Services</b>
<b>Responsible for</b>	<b>Business Support Team</b>

## Education / Training

### **Essential**

- \*educated to degree level in a relevant business discipline plus three years operational experience of leading/coordinating business operations OR five years' experience of leading/coordinating business operations

## Relevant experience / training

### **Essential**

- \*knowledge of key business functions for example finance, human resources, IT, facilities management, contract management safety with a clear focus on providing high quality customer service
- \*experience of team management
- experience of designing and implementing business improvement initiatives
- experience of planning, contract performance monitoring and reporting at a departmental or organisational level
- experience in pre-empting issues before they arise, identifying risk and designing mitigating actions to deescalate any risk
- \* experience of developing and improving administrative systems and processes

### **Desirable**

- \*experience of working with senior managers, boards or committees and developing good working relationships
- \*experience of coordinating and completing subject access requests
- experience of working collaboratively and in partnership with external agencies
- experience of developing and implementing operational policies and procedures

# PERSON SPECIFICATION

## Skills/ Attributes

### **Essential**

- \* competence in Microsoft applications (Teams, Outlook, Word, Excel)
- delivering at pace and ability to be agile against competing priorities
- effective team working skills
- ability to organise, prioritise and delegate effectively to meet challenging deadlines
- problem solving skills

***\*denotes shortlisting criteria***



# TIMELINES

Advertise	.....	27 June 2025
Closing date	.....	4 August 2025 at midday
Interview	.....	15 August 2025

# INTERVIEW PANEL

Roz Tate (Chair)	.....	Housing Rights
Kate McCauley	.....	Housing Rights
Brenda Parker	.....	Housing Rights

Complete and return the application and equal opportunities monitoring forms by the closing date.

You can submit the forms by:



[recruitment@housingrights.org.uk](mailto:recruitment@housingrights.org.uk)



Sonya Bigg, Staff and Volunteer Development Coordinator, Housing Rights,  
The Skainos Centre, 239 Newtownards Road, Belfast BT4 1AF

If you need us to make any reasonable adjustments to help you during the recruitment process, please let us know.

Housing Rights greatly values diversity and we actively encourage applications from all sections of the community.