



# Housing Rights

## Recruitment Pack

**Business Support Officer**

**Closing date: 26 January 2026 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 Officer at Housing Rights.

This recruitment pack provides details of the work we do, the role of Business Support Officer 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 2024-2025 we supported people in Northern Ireland with housing and homelessness problems.



## Prevented homelessness

We helped prevent homelessness for a total of 1,120 households



## Improved skills and knowledge

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



## Provided advice

We provided advice, advocacy, and representation services to 13,162 households on 67,828 housing issues



## Improved housing circumstances

90% of people who used our helpline reported their housing circumstances had improved

## 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:*

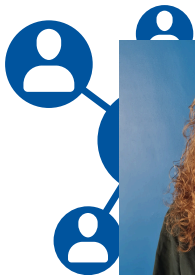


*5% increase in staff satisfaction in the last 5 years!*



*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 - Legal Fellow***

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



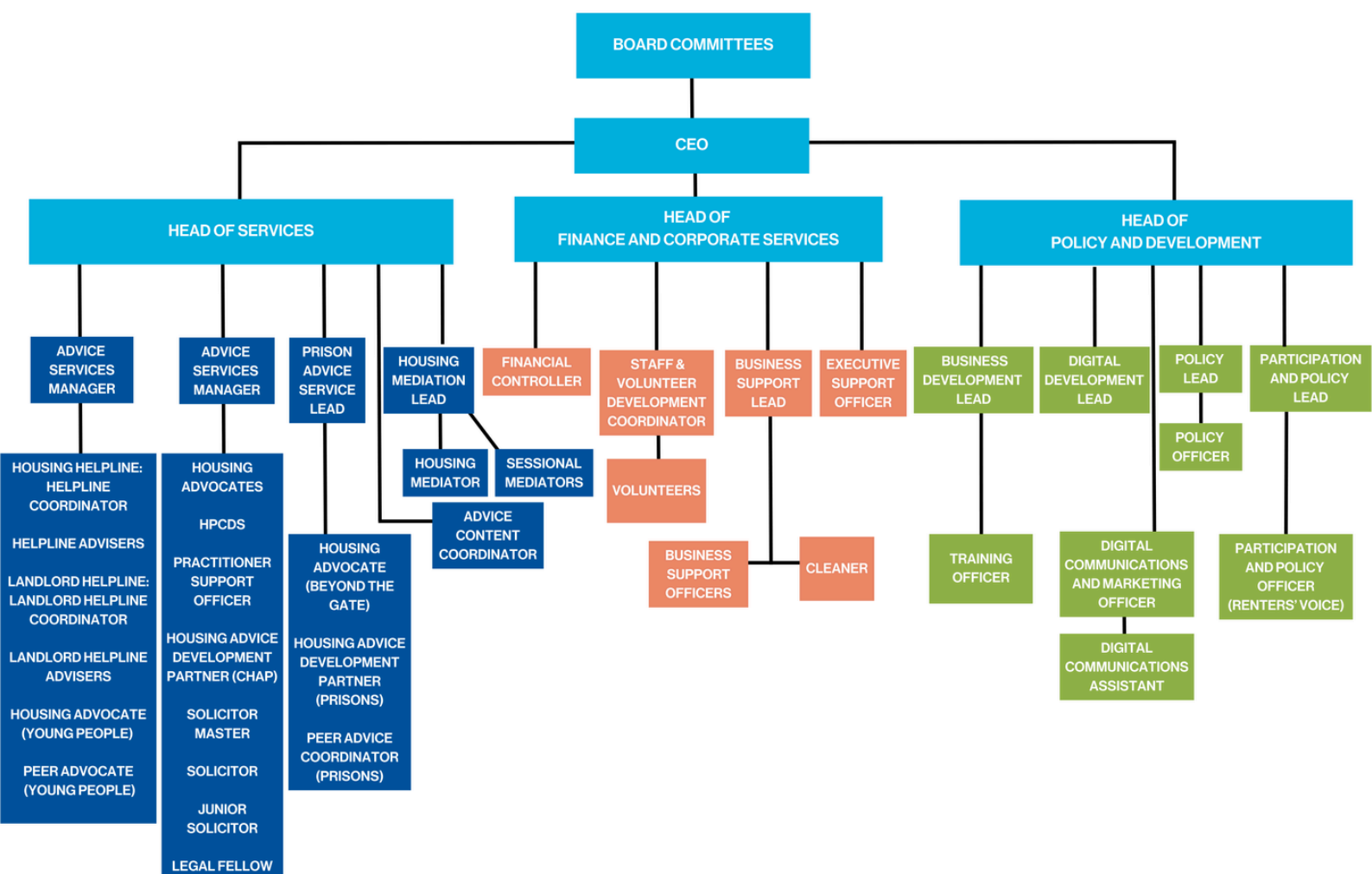
***Bronagh Flynn - Business Development Lead***

“ 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

We are seeking a proactive and adaptable Business Support Officer to assist the Business Support Lead in delivering the organisation's vision and strategic goals. This role involves providing high-quality, flexible administrative support across all business areas, while ensuring a positive and accessible service experience for our clients. Working as part of a dynamic team, you will carry out a wide range of duties on a rotational basis. We value individual strengths and interests and will aim to align tasks with your skills wherever possible to support your professional development and contribution to the team.

# ORGANISATIONAL CHART



# JOB DESCRIPTION

## Purpose:

To assist the Business Support Lead (BSL) to achieve the organisation's vision and deliver its strategic objectives through the:

1. **Provision of high-quality and flexible administrative support services across all business areas**
2. **Delivery of an accessible and excellent service user experience for clients**

## Key Duties:

Business Support Officers will be expected to perform a wide range of duties on a rotational basis. Wherever possible, individual skills, strengths, and areas of interest will be taken into account and accommodated.

### 1.0 Finance administration support

- 1.1 process sales invoices in line with agreed procedures
- 1.2 process the accounts receivable function in relation to membership and training, and undertake monthly credit control
- 1.3 input transactional data onto SAGE in line with the agreed procedure
- 1.4 process membership income in line with agreed procedures
- 1.5 assist the Financial Controller with the monthly payroll process (as required)
- 1.6 support the Financial Controller in maintaining the inventory of assets
- 1.7 assist the Financial Controller in preparing claims for funders
- 1.8 assist the Financial Controller in preparing for any audits
- 1.9 support the Financial Controller with ad hoc administrative support when required e.g. filing

### 2.0 Human resources & learning and development

- 2.1 provide a professional human resources service within Housing Rights
- 2.2 support the Staff and Volunteer Development Coordinator (SVDC) to maintain accurate human resources records, including absence management, progression, etc
- 2.3 support the delivery of the human resources requirements of the organisation, including administering recruitment campaigns, handling human resources administration etc
- 2.4 promote a supportive working environment which promotes the welfare of all employees



# JOB DESCRIPTION

continued

## Key Duties:

- 2.5** ensure all employees are provided with a safe and secure working environment and are made aware of their obligations in relation to health & safety in the workplace
- 2.6** support the SVDC to ensure the organisation's human resources policies, procedures and systems comply with legislative requirements and good practice and assist in the development implementation and maintenance of appropriate human resources procedures
- 2.7** provide advice and guidance to staff and management on the implementation of all human resources policies and procedures

### **3.0 Training services**

- 3.1** coordinate membership services and training services
- 3.2** ensure timely receipt of fees for membership services and training
- 3.3** management of training events (including training room set up)
- 3.4** support the implementation and maintenance of the training management software (Arlo)
- 3.5** undertake all relevant administrative support necessary to support the training and membership services

### **4.0 Information technology and telephony services**

- 4.1** work with our IT contractor to provide a professional IT support service and access to IT systems with appropriate authority
- 4.2** support cybersecurity initiatives
- 4.3** support the BSL to monitor the performance of third-party service providers for IT and telephony
- 4.4** support the development of Housing Rights IT strategy
- 4.5** support the BSL to ensure IT policies, procedures, and systems comply with legislative requirements and good practice
- 4.6** provide advice and guidance to staff and management on the implementation of policies and procedures
- 4.7** support the development of management information systems across the suite of software in Housing Rights
- 4.8** develop Power BI skills to support the delivery of timely management information

# JOB DESCRIPTION

continued

## Key Duties:

### 5.0 Facilities management

- 5.1 be the first port of call for all facilities management enquiries
- 5.2 liaise with facilities management suppliers to rectify issues, including the landlord
- 5.3 support the coordination of facilities management across the organisation
- 5.4 coordinate mandatory training for all staff (for example, first aid, fire warden, health and safety)
- 5.5 support the adherence to all health and safety procedures as required

### 6.0 Administrative support services

- 6.1 to assist senior managers with the professional and timely delivery of corporate services through the completion of administrative tasks
- 6.2 to provide a professional and welcoming reception service to clients and callers
- 6.3 to support the review of and adherence to organisational policy and procedures, as required within the organisation
- 6.4 to establish and maintain accurate records, ensuring appropriate information security and confidentiality
- 6.5 to accurately input data and produce qualitative and quantitative reports as needed
- 6.6 to respond to queries and requests for information clearly, concisely and promptly
- 6.7 to assist with the development of processes, procedures and systems that comply with legislative requirements and good practice
- 6.8 to proactively contribute to the planning of the department's workload and identify and suggest areas for improvement
- 6.9 to set up rooms and organise refreshments for meetings as required
- 6.10 to ensure that timely repairs and maintenance of office premises and equipment are carried out and recorded where necessary
- 6.11 to carry out all other appropriate administrative support as required to support the delivery of client-centred, quality services
- 6.12 to maintain and modify as required the survey function for feedback depending on business requirements

### 7.0 Developing effective working relationships

- 7.1 to create, develop and maintain effective internal working relationships
- 7.2 to promote effective working relationships with other colleagues/departments within Housing Rights

# JOB DESCRIPTION

continued

## Key Duties:

**7.3** to develop and maintain working relations with membership organisations

### **8.0 Developing self and others**

**8.1** to plan, allocate and organise own workload

**8.2** to monitor and evaluate own work

**8.3** to develop self to enhance performance

**8.4** to contribute to training and development activities for colleagues

### **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

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 Officer</b>
<b>Grade</b>	<b>AO £26,449 - £28,094 pro rata</b>
<b>Responsible to</b>	<b>Business Support Lead</b>
<b>Available hours</b>	<b>1-3 days per week, 9am-5pm (Monday, Wednesday, Friday)</b>

## **Education and experience**

### Essential

\*GCSE English Language and Mathematics at Grade C or above (or equivalent), plus at least two years' experience in a business support role

OR

\*at least four years' experience in a business support role

### Desirable

\* a business, finance or human resources related qualification, for example GCSE Business or above, CIPD Level 3 (or equivalent)

## **Skills and attributes**

### Essential

\* ability to work on own initiative and as part of a team in prioritising tasks, meeting challenging deadlines and displaying high levels of initiative and judgement

\*key knowledge of business support functions with specific experience in any of the following areas: finance, human resources, IT, training, facilities and/or administrative support services

### Desirable

\*experience of working collaboratively and in partnership with external stakeholders

# PERSON SPECIFICATION

## Other

### Essential

\*competency in business software packages and ability to provide ICT support and problem-solving

\*excellent communication skills with ability to deliver high quality customer service

**\* Denotes criteria to be used in short-listing process.**



# TIMELINES

Advertise	.....	9 January 2026
Closing date	.....	26 January 2026 at midday
Interview	.....	Friday 6 February 2026

# INTERVIEW PANEL

Roz Tate (Chair)	.....	Housing Rights
Aoife Kelly	.....	Housing Rights
Sonya Bigg	.....	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)



Recruitment, 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.