

Housing Rights



Recruitment Pack

Training Officer

Closing date: 2 February 2026 at midday

when everyone has a *home*

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WELCOME from our CEO

Thank you for your interest in the role of Training Officer at Housing Rights.

This recruitment pack provides details of the work we do, the role of Training 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 households in Northern Ireland.

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



I think overall Housing Rights has a great culture and the staff as a team are brilliant

-Housing Rights Staff Survey 2023

Accreditations:

- Living Wage Employer
- Investing in Volunteers
- Diversity Mark Accredited



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 clients, I have witnessed first-hand how our services can positively impact their lives.”



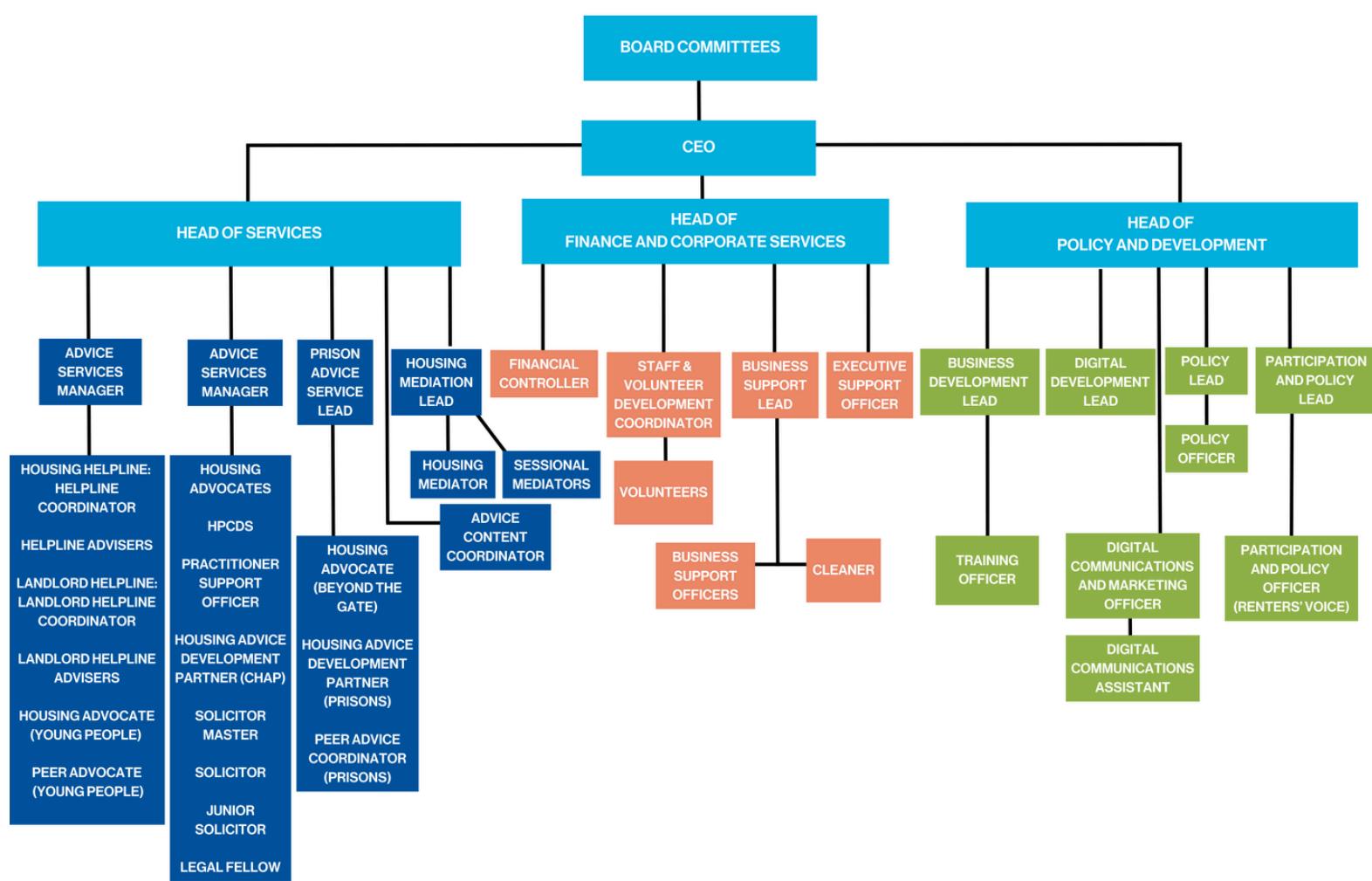
Bronagh Flynn - Business Development Lead

“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

Working closely with the Business Development Lead and existing Training Officer, you will be responsible for promoting, designing, delivering and evaluating high-quality training that supports the mission and goals of Housing Rights. The role focuses on identifying training needs, developing accessible and engaging learning programmes, to deliver effective adult learning on pertinent housing topics. You will liaise with business support colleagues to ensure the effective planning, administration and service delivery for training participants.

ORGANISATIONAL CHART



JOB DESCRIPTION

Purpose:

- (i) To further the mission and goals of Housing Rights by ensuring the promotion and provision and development of effective skills and knowledge-based training**
- (ii) To support the effective delivery of Housing Rights training service, including ensuring the maximisation of income**

Key Duties:

1.0 Access and promotion to training

- 1.1** to devise and implement, in partnership with the Digital Communications and Marketing Officer, effective promotion of Housing Rights training in order to maximise bookings and reach annual delivery targets
- 1.2** to maximise accessibility to Housing Rights training using a range of up-to-date and appropriate formats
- 1.3** to contribute to the design, production and distribution of a range of appropriate promotional materials, including an annual programme of training courses

2.0 Identification of training needs

- 2.1** to use a range of mechanisms to identify the training needs of member organisations, project participants and other service users
- 2.2** to collate and analyse information obtained to highlight future training requirements and identify future improvements and developments
- 2.3** to design and develop a programme to meet the identified needs of members, project participants and other service users

3.0 Preparation of training

- 3.1** to identify, design and tailor training formats to meet the needs of users
- 3.2** to conduct preliminary research, collate relevant materials and produce training materials to the relevant brief
- 3.3** to ensure regular and effective communication with all those involved, to ensure the delivery of our training programmes in accordance with agreed targets
- 3.4** to design and prepare associated learning activities to facilitate and support learning

4.0 Delivery of training

- 4.1** to create a climate to facilitate and support effective adult learning
- 4.2** to implement new approaches to learning including 'blended learning' and keeping up to date with latest initiatives

JOB DESCRIPTION

continued

- 4.3** to facilitate group learning through presentations and participative activities
- 4.4** to liaise with administrative staff regarding the administration and delivery of the training service

5.0 Monitoring and evaluation of training

- 5.1** to monitor and review the effectiveness and quality of training provided
- 5.2** to monitor performance, undertake assessment and track the progress of individual candidates
- 5.3** to liaise with relevant staff in relation to accredited standards
- 5.4** to contribute to the development, review and updating of all policies and procedures in relation to training
- 5.5** to identify areas for improving service delivery
- 5.6** to analyse and respond to any feedback received

6.0 Developing self and others

- 6.1** to provide ongoing feedback and support to all those involved in the delivery of Housing Rights training to ensure best practice
- 6.2** to plan, allocate and organise own workload
- 6.3** to monitor and evaluate own work
- 6.4** to develop self to enhance performance
- 6.5** to undertake training in order to develop self as necessary
- 6.6** to contribute to training and development activities for colleagues as required

7.0 Developing effective working relationships

- 7.1** to create, develop and maintain effective internal working relationships
- 7.2** to create, develop and maintain effective working relationships with service users and external agencies and relevant stakeholders
- 7.3** to lead, facilitate and contribute to meetings and group discussions

8.0 Other

- 8.1** to act in accordance with the agreed values of the organisation
- 8.2** to ensure the policy and procedure of the organisation, with respect to Equal Opportunities and Health and Safety, are observed
- 8.3** 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

Job title	Training Officer
Grade	NICS EOI £33,542-£34,231 per annum (pro rata)
Responsible to	Head of Policy and Development
Hours	(Fixed term for 12 months - 21 hours per week)

Education and training

Essential

- * evidence of holding a professional training qualification

Desirable

- * evidence of relevant qualification in law or housing

Relevant experience and training

Essential

- * at least one year's experience of direct delivery of training/tutoring to adult learners

Desirable

- * demonstrated experience of writing, designing, preparation and presentation of training on social welfare, legal topics and/or housing issues
- *experience of coordination of training or events
- * experience of working in a customer service environment
- * demonstrated experience of design and use of blended learning systems
- * demonstrated experience of the processes involved in training accreditation
- * demonstrated experience of the provision of advice to the public in a social welfare context

Knowledge

Essential

- * good knowledge of training techniques and good practice issues

Desirable

- good general knowledge of housing policy and practice in Northern Ireland

PERSON SPECIFICATION

Skills and attributes

Essential

- * excellent communication and interpersonal skills
- excellent teamwork skills
- * ability to plan and organise own workload
- a commitment to the support and development of independent advisory services

Other

- *a full valid driving licence or ability to meet the mobility requirements of the post as travel will be required regularly across Northern Ireland including at more than one location on a single day
- *ability to work evenings on occasion

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

Knowledge, skills and attributes will be tested at the interview

TIMELINES

Advertise	12 January 2026
Closing date	2 February 2026 at midday
Interview	16 February 2026

INTERVIEW PANEL

Jamie Miller (Chair)	Housing Rights
Bronagh Flynn	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



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.