



**Housing  
Rights**

# **Recruitment Pack**

**Executive Support Officer**

**Closing date: Friday 8 December 2023 at midday**

**when everyone has a *home***

# CONTENTS

Page 1	.....	Welcome from our CEO
Page 2	.....	Who we are and what we do
Page 3	.....	Our values, benefits, and culture
Page 4	.....	Working at Housing Rights
Page 5	.....	About the role and organisational chart
Page 6-8	.....	Job Description
Page 9	.....	Personal Specification
Page 10	.....	Timelines/Interview panel

# WELCOME

## from our CEO

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

This recruitment pack provides details of the work we do, the role of Executive 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 M'Carley*



when everyone has a **home**

# 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 2021-2022 we supported people in Northern Ireland with housing and homelessness problems.



## **Prevented homelessness**

We helped prevent homelessness for a total of 1027 households



## **Improved skills and knowledge**

100% of attendees felt attending our training improved their housing skills and knowledge



## **Provided advice**

We provided advice, advocacy, and representation services to 12,852 households



## **Improved housing circumstances**

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



## **Improved wellbeing**

9 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**



# 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
- ✓ BS 76006 in Learning & Development
- ✓ BS 76006 Diversity & Inclusion
- ✓ Investing in Volunteers



*"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 & Fair Treatment
3. Wellbeing and Engagement



**Kerry Logan - Participation and Policy Coordinator**

“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 Adviser (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 Coordinator**

“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.”



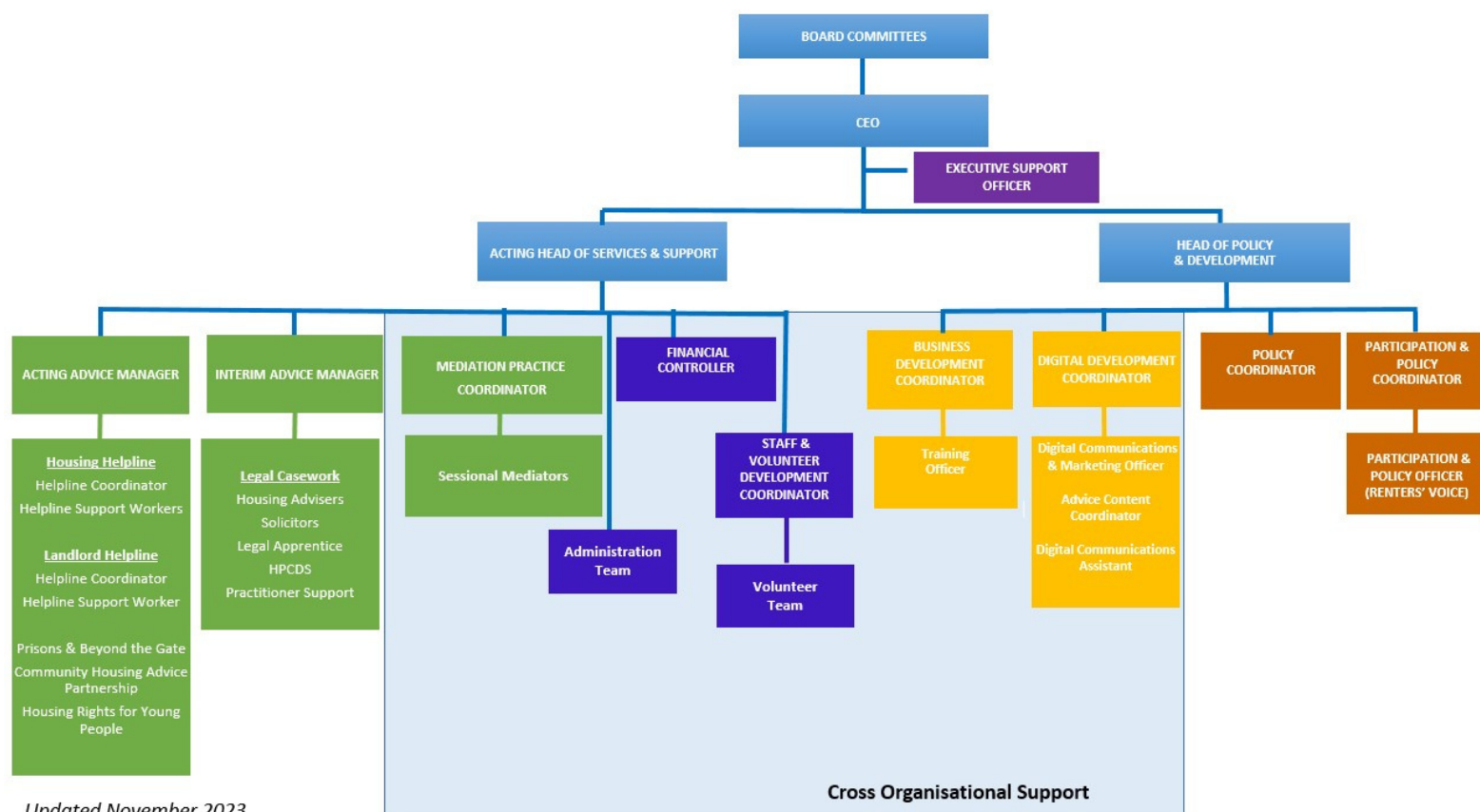
**Mischka James - Helpline Coordinator**

“I love the ethos and strong mission of the organisation that fits well with my own personal values. I see first-hand the difference that I can make in helping people resolve their housing problems and prevent homelessness. Everyone works together as a team and I always feel supported by my colleagues.”

# ABOUT THE ROLE

We are looking for an experienced and highly organised individual to provide executive support to the Board and Chief Executive of Housing Rights, and to act as a critical link between the Board, Chief Executive and the Leadership Team.

## ORGANISATIONAL CHART



Updated November 2023

# JOB DESCRIPTION

## Purpose:

The Executive Support Officer plays a key role within Housing Rights, acting as a critical link between the CEO's Office, Leadership Team and the Housing Rights Board maintaining confidentiality at all times. The key purpose is to assist Housing Rights to achieve its vision and deliver its strategic objectives through:

- Provision of professional, executive administration activities to support the CEO, Leadership Team and the Housing Rights Board
- Provision of effective administrative support for organisational governance
- Provision of a professional management service in relation to accommodation and facilities
- Provision of specialist data protection service

## Key Duties:

### **Executive support to the chief executive officer, leadership team and board**

- to provide high quality executive support to the CEO, Leadership Team and Board through diary and meeting management
- to act as the point of contact for the CEO, dealing with calls / correspondence and other administrative tasks
- to arrange Board and Committee meetings, including venues, room set up and hospitality, collate Board / Committee papers and ensure timely distribution of agenda and Board / Committee papers
- to facilitate effective and efficient internal communication between CEO, Board and Leadership Team (e.g. distribute information, schedule team meetings etc)
- to attend Board and Committee meetings as required, taking minutes, following up on action points and being the point of contact for queries and information requests relating to these meetings
- to coordinate induction, training and appraisals for all board members
- to manage the day-to-day flow of papers, meetings and wider information and business activities; ensuring the timely and effective response to correspondence (including follow up and closure of issues) facilitating decision-making and identifying and expediting priority actions in a timely and effective manner
- to coordinate board and Leadership Team events e.g. AGM, Strategic Planning, Organisational Briefings including arrangements for venue hire and hospitality, if required



# JOB DESCRIPTION

continued

- to manage travel and subsistence requirements for the Leadership Team including relevant claims arising from this
- to ensure effective support for governance within the organisation including for example reporting and registration with the Charities Commission, Companies House etc
- to create and compile effective statistical reports, collate and analyse relevant information and produce monitoring and reporting information as required
- to maintain confidentiality at all times

## **Management of facilities**

- to support the Head of Services & Support in maintaining adequate accommodation and facilities to meet the requirements of staff and service users
- to support the Head of Services & Support in ensuring adequate organisational insurance cover is in place
- to ensure premises are well maintained and in good decorative order, in accordance with lease

## **Management of data protection**

- to support the Head of Services and Support by carrying out the duties of Data Protection Officer, including coordination and completion of subject access requests as set out in the organisation's Data Protection Policy and Procedures, and in accordance with the General Data Protection Regulations (GDPR)

## **Developing effective working relationships**

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

## **Developing self and others**

- to plan, allocate and organise own work
- to monitor and evaluate own work
- to develop self to enhance performance
- to contribute to training and development activities for colleagues

# JOB DESCRIPTION

continued

## **Other**

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

# PERSONAL SPECIFICATION

<b>Job title</b>	<b>Executive Support Officer</b>
<b>Grade</b>	<b>NICS EOII: £26,569 - £27,127 (pro rata)</b>
<b>Hours of work</b>	<b>22.25 hours per week (work pattern to be agreed)</b>
<b>Location</b>	<b>Skainos Centre, Belfast with option for hybrid working</b>
<b>Duration</b>	<b>Permanent</b>
<b>Responsible to</b>	<b>CEO</b>
<b>Responsible for</b>	<b>Executive Support to CEO, Leadership Team and Housing Rights Board.</b>

## Education / Training

### **Essential**

- \*5 GCSE passes including English and Maths or equivalent

### **Desirable**

- \* third level qualification in business administration or equivalent

## Relevant experience

### **Essential**

- \* minimum of three years' experience (or equivalent part time) in an administrative role providing a range of administration and support services
- \* competence in MS Office and MS Teams

### **Desirable**

- \* experience of working with senior managers, boards or committees and developing good working relationships
- \*experience of coordinating and completing subject access requests

## Skills / Attributes

### **Essential**

- \*ability to prioritise workload and work under pressure
- effective team working skills
- excellent communication and influencing skills
- problem solving skills
- good attention to detail

\*Denotes criteria to be used in the shortlisting process.

# TIMELINES

Advertise	.....	20 November 2023
Closing date	.....	8 December 2023
Interview	.....	18 December 2023

# INTERVIEW PANEL

Kate McCauley	.....	Housing Rights
Brenda Parker	.....	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)



Emma Kinghan, Administration Officer, 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.