



**FIRST HOUSING**  
Aid & Support Services

## CANDIDATE INFORMATION PACK

Dear Applicant

**RE: Private Sector Support Officer, SMARTMOVE HOUSING, Derry/Londonderry (Ref: PSSO/R3/01)**

Thank you for your enquiry in respect of the above position. Enclosed you will find a job information pack which includes:

- Summary Information of the project
- Job Description, which includes:
  - Summary of Role
  - Person Specification
- Privacy notice

Please complete the employee-monitoring questionnaire and return it with your CV. It will be kept separate from your CV for selection purposes.

**The closing date for receipt of applications is: Friday, 4<sup>th</sup> December 2020 @ 12 noon**

**Please note:**

**All our recruitment for this position will be done through e-mail, please provide a suitable e-mail address for correspondence and attach your completed CV.**

If you do not have an e-mail address, please contact Karla on 07921056728

If you have a disability and in the event that you are shortlisted, you may notify us to enable us to make any reasonable adjustments for interview.

Shortlisting will be undertaken on the basis of the enclosed person specification. You should therefore address all criteria listed in the person specification when drafting your CV.

This post will be subject to an Access NI check.

Thank you for your interest in the work of First Housing Aid & Support Services, we look forward to receiving your completed CV.

Yours faithfully

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Karla O'Kane  
Personnel Manager  
Enc(s)

## **Information about our SmartMove Service**

SmartMove exists to create sustainable tenancies in the private rented sector for those in housing need that are unable to access social housing. It provides prospective tenants with individually tailored solutions and benefit advice in order to help them choose the best property to meet their housing need and financial circumstances and thus prevent repeat homelessness. At the pre-tenancy interview, any additional support needs which might undermine tenancy sustainment are identified, and low to medium level support is provided via floating support services. The service can signpost to other specialist services if necessary and mitigate against eviction and tenancy breakdown.

A full management service is provided to landlords registered with the scheme, which includes rent account and arrears management, contents inventory, mediation and help in acquiring a rent deposit bond, where appropriate. These services aim to ensure more landlords are willing to house this client group and ease pressure on housing waiting lists.



## FIRST HOUSING AID & SUPPORT SERVICES

### JOB DESCRIPTION

<b>Title:</b>	Private Sector Support Officer (Fixed Term until 31 <sup>st</sup> March 2021)
<b>Reports To:</b>	Landlord Liaison Manager, SmartMove NI
<b>Purpose &amp; Objectives:</b>	<p>To create and sustain tenancies within private rented sector housing in Northern Ireland; providing relevant support to tenants and landlords.</p> <p>To act in a professional, proactive capacity that will contribute to the strategic objectives of the organisation in enhancing the well-being of its service users through a network of support.</p>
<b>Location:</b>	Based in Derry/Londonderry
<b>Salary</b>	£21,500 per annum
<b>Hours of Work</b>	37.5 hours per week
<b>Probationary Period</b>	6 months
<b>Annual Leave</b>	5 working weeks, exclusive of bank and customary holidays (pro rata)
<b>Sickness Scheme</b>	3 working weeks contractual pay in any 12 month rolling period under current terms and conditions of employment (pro rata)
<b>Pension</b>	Company pension, details available on request

### RESPONSIBILITIES

1. To ensure that the aims and objectives and outcomes of SmartMove NI are consistently delivered.
2. To participate and provide reports and updates to the SmartMove NI management as required, and contribute to reports submitted to the Senior Management Team as required.

3. To update database systems of outcomes, activities, equal opportunities, levels and indicators of performance so that reports will be made available within the expected deadlines.
4. To provide an efficient, responsive and sensitive housing management service for SmartMove NI's service users with a view to ensuring tenancy creation and sustainment
5. Provide contact, advice and guidance to service users within the framework of the tenancy agreement and the relevant procedures. This includes the preparation of tenancy agreements, Handbooks and Information Packs for new tenants.
6. To liaise with tenants on housing management problems, enforcement of tenancy conditions and ensuring the housing stock are maintained in good condition
7. To actively promote and market empty homes in order to undertake the letting of homes within SmartMove NI relevant policies and procedures, to ensure rent loss is kept to a minimum.
8. To deal with enquiries and complaints from tenants and members of the community as well as the general public.
9. Through effective communication with stakeholders, oversee the referral process, ensuring all referrals are appropriately logged, assessed and decided upon in compliance with equal opportunities and outcomes clearly communicated to appropriate referring agents.
10. Ensure that an effective and cooperative relationship is maintained with our stakeholders through a multi-agency approach.
11. To maintain First Housing IT system (PSOCC) and RentPro for case work recording
12. To be responsible for carrying out in conjunction with team members, fire drills and associated protocols
13. To ensure that appropriate risk assessments are carried out on buildings within your span of control
14. To liaise with relevant bodies and stakeholders to promote and maximise service delivery
15. To carry out other duties appropriate to the post as may be required.

## **MAIN TASKS**

- Dealing with housing applications and referrals
- Interviewing tenants and giving advice on tenant-landlord relationships, benefits and budgeting advice
- Carrying out ready to occupy assessments, tenancy ready checks and needs assessments
- Setting rents, administering their collection and developing policies to deal with and minimise arrears
- Encouraging and supporting tenants' groups and attending meetings as required
- Maintaining records and writing reports to SmartMove NI standards
- Dealing with breaches of tenancy agreements, which could culminate in carrying out evictions
- Property inspections
- Signing landlords up to the service
- Maintaining landlord management system
- Processing applications for housing improvements and repairs and communicating outcomes to tenants
- Dealing with abandoned tenancies and unauthorised occupiers
- liaising with tenant groups, local councillors, property professionals and other support and welfare organisations, including social workers and estate agents
- Attend relevant network meetings and forums with referring agencies
- Map out and gather information on other agencies within the region that may access the service
- Provide presentations to referring agencies on the project
- Ensure referring agencies have up to date referral forms and criteria

## **RELATIONSHIP WITH FIRST HOUSING**

- To be an active team member, supporting colleagues, being prepared to receive support as necessary and contribute fully to team workload
- To participate in staff meetings as required
- To participate in staff development and review
- To attend training as identified and required in relation to personal and professional development
- To comply with the policies and procedures in place that meet with health and safety legislation
- To respect our policy of promoting equality/valuing diversity

**PERSON SPECIFICATION**

**Private Sector Support Officer, SmartMove NI (PSSO.R3.01)**

Requirement	Essential or Desirable?	How Assessed?
<b>Qualifications / Education / Training:</b> <ul style="list-style-type: none"> <li>• Third level education</li> </ul>	Essential	Via application form/appropriate certificates
<ul style="list-style-type: none"> <li>• A current driving licence with access to a car. (Can be waived in the case of applicant whose disability prohibits driving, but who is able to organise suitable alternative arrangements).</li> </ul>	Essential	Via application form/appropriate documentation
<b>Experience:</b> <ul style="list-style-type: none"> <li>• One year proven track record of working within a residential property letting service.</li> </ul>	Essential	Via application form/interview/references
<ul style="list-style-type: none"> <li>• The post holder must be able to demonstrate a good attendance/performance work record</li> </ul>	Essential	Via application form/interview/references
<ul style="list-style-type: none"> <li>• Ability to deliver concise recording systems and reports</li> </ul>	Essential	Via application form and interview
<ul style="list-style-type: none"> <li>• Ability to work effectively and meet deadlines</li> </ul>	Essential	Via application form and interview
<b>Knowledge:</b> <ul style="list-style-type: none"> <li>• Knowledge of the support and housing needs of individuals</li> </ul>	Essential	Via interview
<ul style="list-style-type: none"> <li>• Knowledge of Adults at Risk Policy and Procedure</li> </ul>	Desirable	Via interview
<ul style="list-style-type: none"> <li>• Knowledge of the work of the statutory, voluntary agencies associated with Housing/ Homelessness</li> </ul>	Essential	Via interview

Requirement	Essential or Desirable?	How Assessed?
<b>Skills &amp; Competencies:</b> <ul style="list-style-type: none"> <li>• Excellent interpersonal and communication skills, particularly able to deliver information in an engaging manner to suit a variety of audiences</li> </ul>	Essential	Via presentation exercise/ interview/application form
Competent in the use of IT software such as word processing, databases, publisher, spreadsheets, internet and e-mail, social media platforms	Essential	Via interview/ application form/references
<ul style="list-style-type: none"> <li>• Knowledge/understanding of housing management legislation, basic building construction and relevant government policy</li> </ul>	Essential	Via references/interview
<ul style="list-style-type: none"> <li>• Strong teamwork, interpersonal and organisational skills</li> </ul>	Essential	Via references/interview
<ul style="list-style-type: none"> <li>• Willingness to take managerial direction.</li> </ul>	Essential	Via references/interview
<ul style="list-style-type: none"> <li>• Excellent organisational skills and ability to prioritise workloads to deliver within agreed deadlines</li> </ul>	Essential	Via interview/references
<b>Personal Attributes:</b> <ul style="list-style-type: none"> <li>• Ability to retain confidence and discretion.</li> </ul>	Essential	Via references/interview
<b>Other:</b> <ul style="list-style-type: none"> <li>• No health problems which would adversely affect ability to carry out all the duties of the post.</li> </ul>	Essential	Via application form and interview



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## **First Housing Aid & Support Services Privacy Notice**

In May 2018, the new general Data protection Regulation (GDPR) comes into effect, which gives you more rights around how your information is used. To make you feel confident about how we process your information, we've provided this Privacy Notice to make things clearer. See below for a summary of what it says.

### **How do we use your information?**

We use your information in ways you would expect:

- manage the recruitment process and assess your suitability for employment or engagement
- decide to whom to offer a job
- comply with statutory and/or regulatory requirements and obligations, e.g. checking your right to work in the UK
- comply with the duty to make reasonable adjustments for disabled job applicants and with other disability discrimination obligations
- ensure compliance with your statutory rights
- ensure effective HR, personnel management and business administration
- monitor equal opportunities
- enable us to establish, exercise or defend possible legal claims

Please note that we may process your personal information without your consent, in compliance with these rules, where this is required or permitted by law.

### **Who do we share your information with and where do we get information from?**

- information may be shared internally within the Company for the purposes of the recruitment exercise, including with members of the HR department, members of the recruitment team, managers in the department which has the vacancy and IT

staff if access to your personal information is necessary for the performance of their roles.

- external organisations for the purposes of conducting pre-employment reference and employment background checks
- Access NI, to obtain a criminal record check
- former employers, to obtain references
- professional advisors, such as lawyers

We may also need to share your personal information with a regulator or to otherwise comply with the law.

### **How do we protect your information?**

We have put in place measures to protect the security of your personal information. In addition, we limit access to your personal information to those employees, workers, agents, contractors and other third parties who have a business need to know in order to perform their job duties and responsibilities.

### **How can I find out more?**

Our full Privacy notice contains more detail about:

- How we use your information
- The reasons for using your information
- Our retention periods
- Your rights, including how to get a copy of your information, how you can have it corrected or erased, how you can object to our use; and
- How to contact the compliance manager

You'll find a full notice at [www.first-housing.com/recruitment](http://www.first-housing.com/recruitment), or you can call Karla, Personnel Manager at 07921056728; e-mail: [karlaokane@first-housing.com](mailto:karlaokane@first-housing.com)

### **Do I have to do anything?**

No, this is just information; you don't have to do anything