

# CANDIDATE BRIEFING PACK

## Housing Supply Assistant



ARK HOUSING

QUALITY HOMES  
STRONG COMMUNITIES

Making A Positive Difference By  
Empowering People And Communities

If you require this information booklet in an alternative format please contact Susan Gibson, Director of Housing Supply at [susan.gibson@arkhousing.co.uk](mailto:susan.gibson@arkhousing.co.uk) or on 02890 752310.

# A Message from the Director of Housing Supply

Dear Candidate,

Thank you for your interest in joining Ark Housing Association as our new Housing Supply Assistant.

We have accomplished great things as a registered Housing Association by taking brave strategic decisions to further our social purpose. We are now one of the fastest growing social housing providers across the UK and Ireland, and through our ongoing investment in new homes and services, we continue to reach many more people in need and have a greater positive impact within the communities we operate.

As the Housing Supply Assistant at Ark Housing, you will play a vital role within the Housing Supply Department providing support to the team. Reporting to the Director of Housing Supply, you will work closely with both internal staff and external consultants and stakeholders to ensure adherence across all development activity, while supporting the organisation's strategic objectives.

If you feel you are the right person for this role and wish to join a progressive and forward-thinking organisation that makes a lasting difference to people, then we would love to hear from you.

In return, you will be supported by an excellent and highly professional staff team and Board, all committed to delivering Ark Housing's vision.

I look forward to receiving your application.



**SUSAN GIBSON**  
**DIRECTOR OF HOUSING SUPPLY**

## About Ark Housing Association

Ark Housing Association is a registered Housing Association with the Department for Communities and Financial Conduct Authority and is an independent not for profit organisation under the Industrial & Provident Society Act (NI) 1969. We are also registered with the Charity Commission for Northern Ireland.

We were established in 1987 as Down and Connor Housing Association to provide social and affordable homes for people in housing need. In 1999 the organisation was renamed Ark Housing Association to reflect our history and growing ambition.

We are based in Belfast but operate across all district council areas and we build, manage, and maintain homes to meet the needs of a wide range of demographics. In addition to providing homes for general needs families we also provide a range of accommodation and support services to enable people to manage and sustain their tenancies and live independently. All permanent allocations of our homes are made in accordance with the Common Selection Scheme for Northern Ireland which is administered by the Northern Ireland Housing Executive.

We operate several successful partnerships with specialist agencies and statutory bodies. These include Threshold N.I.; Inspire Wellbeing; Belfast Health and Social Care Trust; Southeastern Health and Social Care Trust; Supporting People and the Northern Ireland Housing Executive. We also manage a floating support homeless service for families threatened with or experiencing homelessness.

Our new build developments are funded through a combination of private finance with capital funding grants received from the Department for Communities and we are also revenue funded for some specialist services through the Supporting People Programme.

We currently manage approximately 900 homes, have an active development programme with over 300 more currently on site, and we aim to have up to 1,300 homes in management by March 2027. We currently employ 41 permanent and temporary staff across a range of scheme and office-based roles.

## Our Vision, Mission and Values

At Ark Housing Association we pride ourselves on being an innovative and progressive organisation. We nurture open and honest internal and external relationships, and we value partnership, collaboration, and professional development. We empower and trust our people to deliver and in return we actively support them through a myriad of forward-thinking policies and practises.

### **Our vision is:**

“Making a positive difference by empowering people and communities”.

### **Our mission is:**

“In partnership, provide quality homes and support services to meet housing need and contribute to the wellbeing of communities”.

### **Our core values are:**

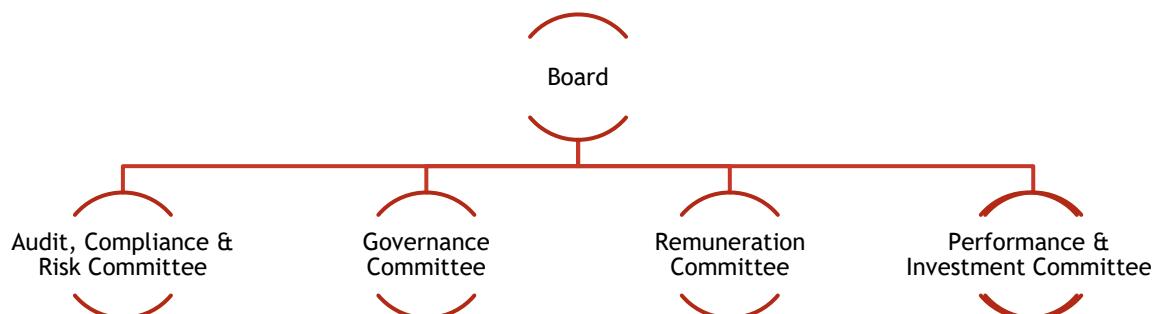
Progressive	<i>Forward thinking, supporting change and transformational</i>
Respect	<i>Treat everyone with dignity and esteem</i>
Integrity	<i>Maintain the highest professional and personal standards</i>
Diversity and Equality	<i>Value diversity and equality in everything we do</i>
Excellence	<i>Strive to deliver the highest standards of quality and customer care.</i>

## Our Governance & Senior Executive Structure

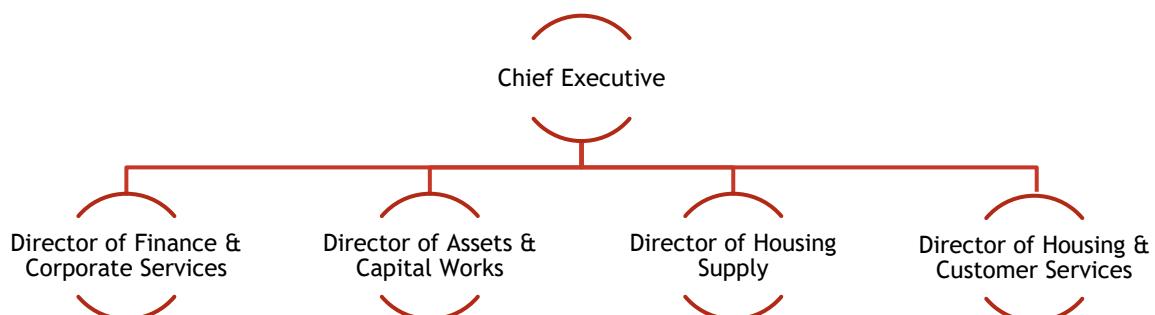
Ark Housing Association is governed by a voluntary Board and its Committees whose role is to lead, direct, and control the work of the Association. The Board ensures the delivery of the organisation's agreed strategic objectives and corporate plans within the framework of statutory and regulatory compliance.

The Board is supported by the Senior Executive Team who is led by the Chief Executive.

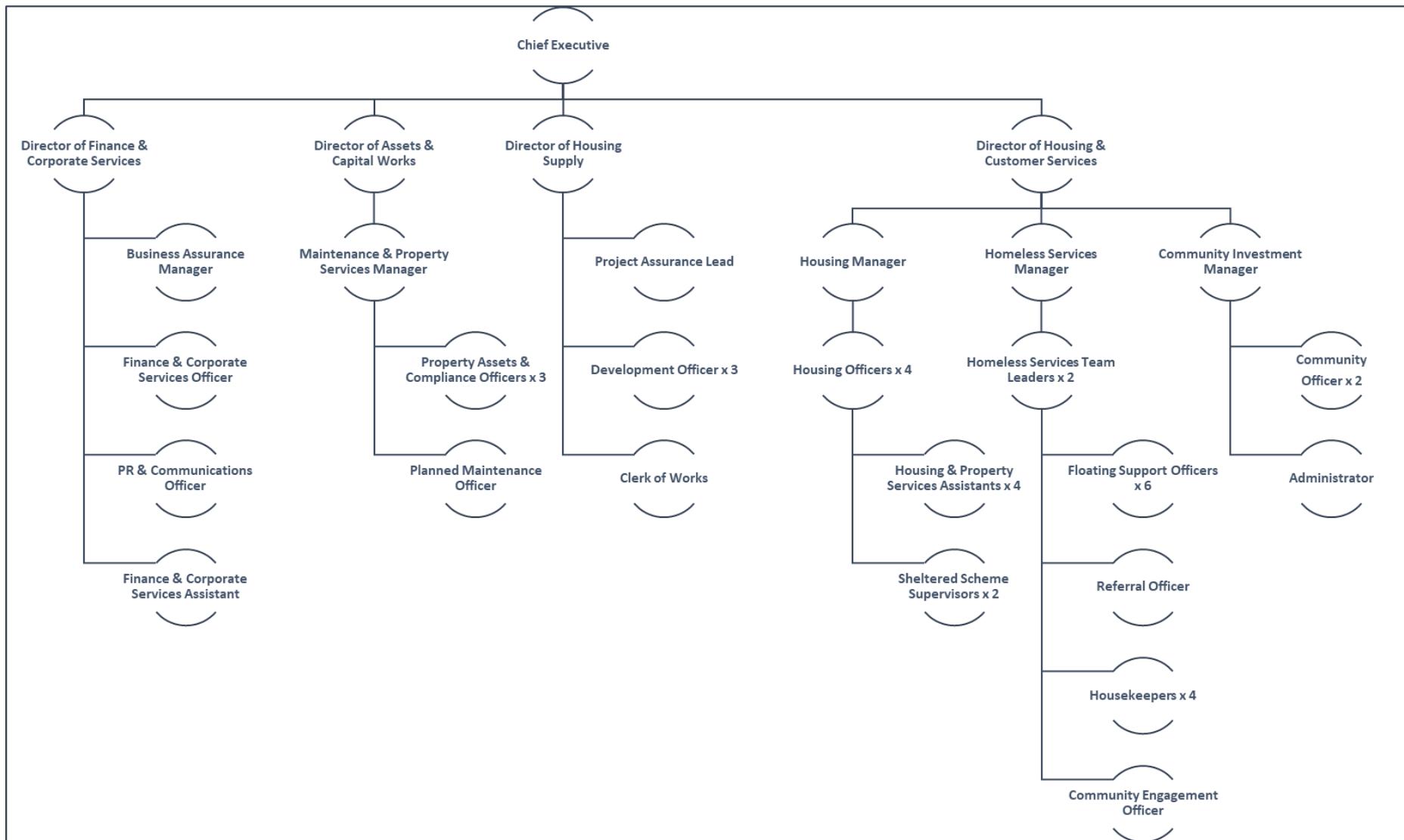
### *Board & Committee Structure*



### *Senior Executive Team Structure*



## Operational Staff Structure



## About The Role

Reporting to the Director of Housing Supply, you will be responsible for being the first point of contact for the Housing Supply Department, providing efficient and professional help to tenants, developers, contractors and other stakeholders in accordance with our operational and strategic business plans and our core values.

### **CORE AREAS OF RESPONSIBILITY:**

- Departmental communication handling
- Stakeholder engagement
- Defects management
- Administrative duties

## Qualifications, Skills & Experience

**Applicants must satisfy the following essential criteria:**

- Minimum 5 GCSEs including English and Maths
- Minimum 1+ years experience (in the last 3 years) within a similar role
- Excellent level of IT literacy: MS Office
- High level of accuracy and attention to detail
- Strong communication skills
- Ability to work off own initiative and think creatively
- Strong organisational skills to work in a pressurised environment
- High professional integrity
- Assertive and collaborative approach when working as part of a wider team
- Attention to detail and problem-solving mindset
- Exceptional interpersonal skills
- Be focused and driven

## **Benefits & Main Terms & Conditions of Employment**

Contract:	Permanent (Subject to 6 Month Probationary Period)
Hours:	37 Per Week, Monday & Friday. Due to the nature of the role, you will on occasion be required to work outside normal office hours.
Remuneration:	£27,984 to £29,398 depending on experience
Pension:	NILGOSC contributory pension scheme (Employer contribution is currently 19%).
Annual Leave:	22 days annual leave moving to 27 after 5 years' service and 32 days after 10 years' service.
Statutory Leave:	13 customary holidays per annum.
Occupational Sick Pay:	Maximum of 3 months full pay and 3 months half pay. (Depending on length of service).
Other Benefits:	A range of excellent work and family friendly policies. Access to Electric Vehicle Salary Sacrifice Scheme. EV Charging Facilities at Head Office with on-site Car Parking.

## **JOB DESCRIPTION**

**Job Title:** Housing Supply Assistant

**Reporting To:** Director of Housing Supply (DOHS)

### **Main Purpose of Role**

To ensure all administrative duties within the Housing Supply Department are managed.

Reporting to the Director of Housing Supply, the Housing Supply Assistant will be the first point of contact for the Housing Supply Department. This role will require an efficient and professional approach ensuring that all tasks are undertaken in a timely manner with attention to detail being key.

### **CORE AREAS OF RESPONSIBILITY:**

- Departmental communication handling
- Stakeholder engagement
- Defects management
- Administrative duties

#### ***Departmental Communication Handling***

- Ensure that all communications are answered in a timely and professional manner i.e. telephone calls, emails, letters.
- Ensure that detailed notes are taken to allow queries to be dealt with efficiently and effectively with a 'first point of contact resolution' approach.
- Build and maintain relationships with Developers, Consultants, NIHE contacts etc.

#### ***Stakeholder Engagement***

- Communication with NIHE contacts to investigate need/support for development opportunities.
- Liaising with Developers, Contractors and tenants on defects queries and resolutions
- Utilising a network of RICS registered Valuers to gain quotes for market valuation reports for development opportunities.
- Organising valuation quotes from Consultants for boundary mapping for potential development schemes.

### ***Defects Management***

- Ensure that all reported defects (disrepair) raised by tenants are recorded and actioned in accordance with the Associations procedures.
- Organising/arranging access to properties for investigative visits and repair visits with tenants and Developers/Contractors.
- Maintain robust records of all activity, including communications with tenants and Developers/Contractors, visits to properties and outcomes of these visits.
- Prepare weekly update reports on status of reported defects.

### ***Administrative Duties***

- Providing, when required, scheme information to other internal departments i.e. scheme details on unit types and numbers, construction progress and anticipated completion dates.
- Create and manage scheme files taking accountability for file management and ensuring all scheme related documentation is up to date and stored.
- Liaise with the Development Officer to enable the updating of scheme checklists and monitoring forms.
- Liaise with the Development Officer to assist in the preparation of Business Cases for review by the Director of Housing Supply.
- Assist with the preparation of Applications for Project Approval to be reviewed by the Director of Housing Supply before submission to the Development Programme Group (DPG).
- Provision of effective communication both internally and externally.

### ***General Responsibilities***

- Carry out duties in line with Ark Housing's values, policies and procedures including equality, safeguarding, GDPR, and health & safety.
- Participate in training and development activities as required.
- Undertake other duties consistent with the nature of the post as directed by the Director of Housing Supply.

This list is not exhaustive and only highlights key areas and tasks associated with this post.

It cannot be prescriptive, and it is a requirement of this position that there exist high levels of flexibility and responsiveness to the changing needs of the organisational and service demands.

The post holder shall therefore be required to positively respond to such demands and ensure that the commitment, innovation, flexibility, and delivery of high-quality services remain paramount.

## Quality & Compliance Co-ordinator (Personnel Specification)

### Personnel Specification

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
5 GCSEs including English and Maths	E	
Certification in IT related course		D
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
1+ years (in last 3 years) in a similar role	E	
Experience in MS Office	E	
Experience in file management	D	
Social or affordable housing development experience		D
<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Knowledge of DfC Housing Association Guide		D
Understanding of defects (disrepair) processes		D
<b>Skills &amp; Abilities</b>	<b>Essential</b>	<b>Desirable</b>
Strong organizational skills	E	
High level of accuracy and attention to detail	E	
Ability to think creatively (off own initiative or as part of a wider team)	E	
Integrity, independence and a strong sense of professional responsibility	E	

### **Selection Timetable**

The closing date for completed applications is **12noon on Friday 6<sup>th</sup> February 2026**. Applications should be sent by email to: [recruitment@arkhousing.co.uk](mailto:recruitment@arkhousing.co.uk)

Responses will only be accepted on the relevant application form. **Please note that CVs will not be accepted.**

The shortlisting process is envisaged to take place week commencing 9<sup>th</sup> February 2026 with successful applicants invited for interview week commencing 23<sup>rd</sup> February 2026 (subject to confirmation). Further details will be provided to those candidates invited to participate in this stage of the process.

In the event that a candidate is invited to interview but is unavailable on the proposed date and time due to reasons beyond their control, the panel may endeavour to accommodate an alternative arrangement subject to their own availability, although this may not be possible and is not guaranteed unless an adjustment is required in accordance with the Disability Discrimination Act 1995.

### **Demonstration of Competencies**

Candidates will be required to demonstrate during the selection and assessment process that they satisfy the core requirements of the post as set out in the job description and person specification.

### **Guidance Notes on Completing Your Application Form**

It is important that you read these notes carefully before you complete the application form.

#### **Job Description and Personnel Specification**

The Job Description and Personnel Specification will assist you in deciding whether you meet the minimum essential criteria for this position. Please remember that the Association reserves the right to increase the criteria used for the short listing of candidates to be selected for interview without further notification.

You should use the job description and personnel specification to help you consider your relevant experience, qualifications, skills and abilities and ensure that you outline how you meet those requirements when completing the relevant section of the application.

#### **Short Listing Candidates**

Candidates will be selected solely on the information provided in the application form therefore you should ensure that you answer all sections fully and address all essential and desirable criteria where possible.

### Confidential Equality Monitoring Form

To comply with our obligations under Equal Opportunities and Fair Employment legislation we are required to monitor our recruitment exercises in order to ensure that our recruitment policies and procedures are effective. All applicants are therefore required to complete the Equal Opportunities Form associated with this application.

You should ensure that you complete the Equality Form and return it in a separate envelope addressed to the Equality Officer and marked Private & Confidential or by email along with your completed application form to: [recruitment@arkhousing.co.uk](mailto:recruitment@arkhousing.co.uk)

We will not use data from our equal opportunities monitoring form as part of the selection process.

### Supporting Documents

Documentary evidence will be required if you are shortlisted to attend for interview. This will include photographic identification e.g. passport, driving license or other form of acceptable ID.

Copies of your educational qualifications, professional membership and any other documents required to support your application will also be required. You may bring these documents to the office with you on the day of your interview and staff will arrange to copy them for you. Please note that all documents provided must be original.

### Disclosure of Criminal Records

All applicants must complete this section of the form fully and where criminal convictions are disclosed details must be provided of the offence(s) of which the applicant has been convicted and any relevant details relating to the offences.

You should note that Ark Housing are required to carry out checks on all people being considered for employment with the Association through the Access NI scheme.

### Data Protection

All information provided by applicants will be used solely for the purposes for which it is required in this recruitment exercise and will not be disclosed to others except where we are obliged to do so in accordance with the provisions of the General Data Protection Regulations.

### Equality of Opportunity

Ark Housing is an Equal Opportunities Employer, and we welcome applications from all sections of our community. Arrangements can be made for those applicants who require additional support or assistance because of a disability or other consideration which may hinder them in this application process. If you require such assistance, please contact John McVey at this office on Tel: 028 90 752310 or Email: [recruitment@arkhousing.co.uk](mailto:recruitment@arkhousing.co.uk).

### General Points

The application form, if completed by hand, should be completed in **black ink** and must be legible. If submitted by post, please make sure that you leave plenty of time for your application to be received by the closing date & time. Please remember that **late applications will not be accepted**.

Ensure that you have signed and dated the application form. Electronic signatories are acceptable on emailed applications.

Do not send any supporting documentation with this application form. We may ask for such documents if your application is successful, and you are shortlisted for interview.

Please ensure that you have the permission of your nominated referees to act on your behalf and that they agree to provide you with a reference.

Canvassing on behalf of your application will disqualify your application.