



**Housing
Rights**

Celebrating
**Sixty
Years**
1964 - 2024

Recruitment Pack

Administrative Assistant

Closing date: Monday 30 September 2024 at midday

when everyone has a **home**

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WELCOME

from our CEO

Thank you for your interest in the role of Administrative Assistant at Housing Rights.

This recruitment pack provides details of the work we do, the role of Administrative Assistant 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 2022-2023 we supported people in Northern Ireland with housing and homelessness problems.



Prevented homelessness

We helped prevent homelessness for a total of 1,398 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 13,517 households



Improved housing circumstances

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



Improved wellbeing

7 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



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

Accreditations:



Living Wage Employer



Investing in Volunteers

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



WORKING AT HOUSING RIGHTS:

Results of our 2023 staff survey show:

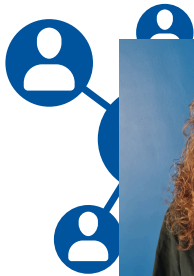


5% increase in staff satisfaction in the last 5 years!



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. ”



Ruairi McMenamin - Helpline Coordinator

“ Housing Rights allows me to help people everyday, in a positive working environment. I am grateful to work with a team of hardworking people dedicated to ending homelessness and making making life in Northern Ireland better for everyone. ”

ABOUT THE ROLE

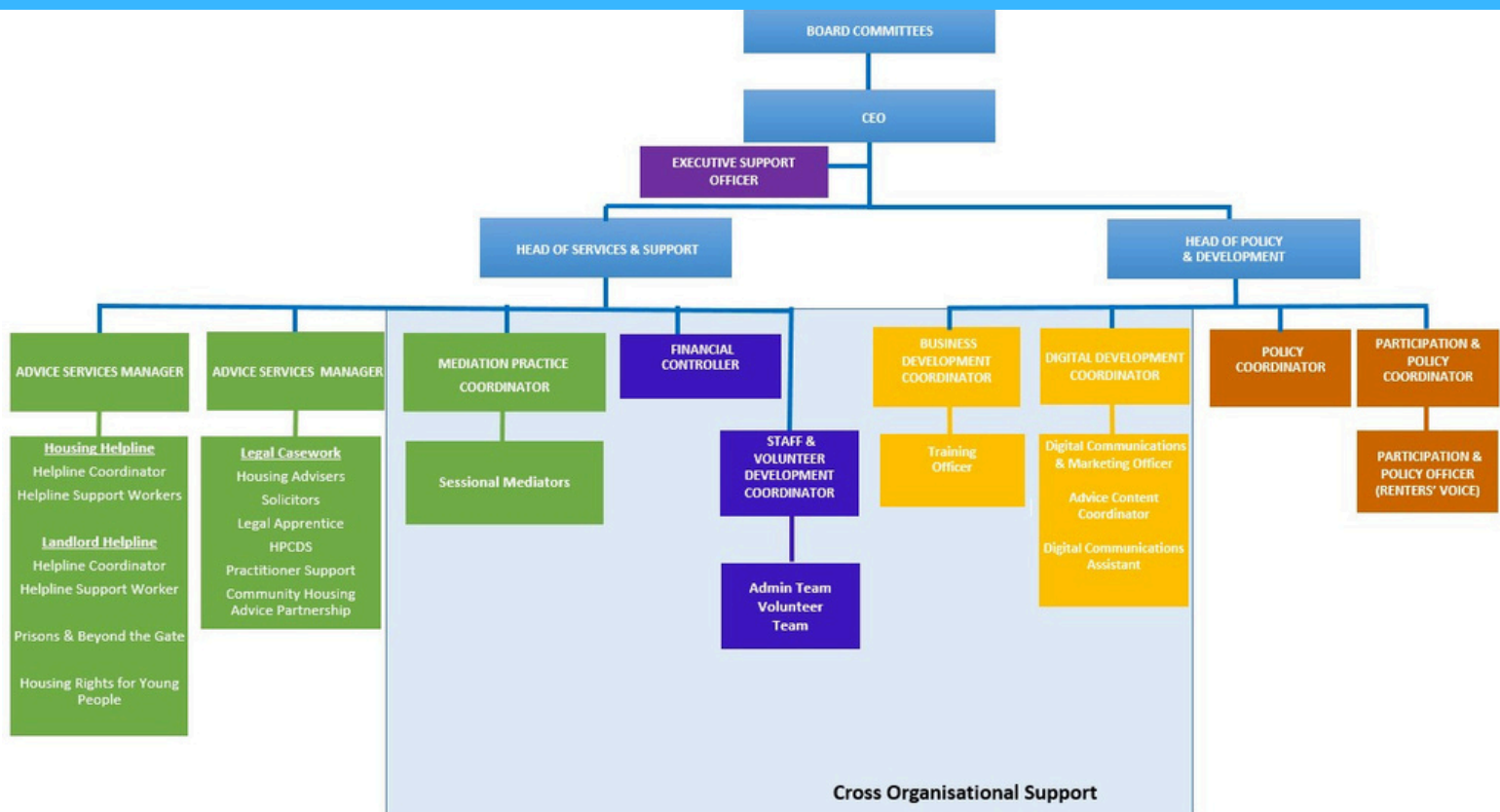
As an Administration Assistant at Housing Rights, you will run our busy reception service, providing excellent administrative support and customer care for visitors and people using our services.

You will:

- be the first point of contact for Housing Rights via telephone and in person
- answer and direct telephone calls appropriately
- accurately take messages from calls and email them to the correct person
- meet and greet visitors and people who use our services, including via intercom
- manage incoming and outgoing post
- book appointments and send text reminders for clients requiring advice
- manage general organisational inbox
- manage central voicemail, including making any changes to the voicemail
- input and maintain data
- photocopy or scan documents to prepare packs and bundles
- maintain adequate stock levels for the office

This role is supported by the wider Admin team and managed by the Staff and Volunteer Development Coordinator.

ORGANISATIONAL CHART



JOB DESCRIPTION

Purpose:

To assist Housing Rights to achieve its vision and deliver its strategic objectives through:

(i) Assisting in the provision of effective administration services to meet the needs of the organisation and our customers and service users including providing Housing Rights reception service to clients/callers.

Key Duties:

To assist in providing administration support services

- to assist in the provision of a wide range of administrative support services for the organisation, including preparing for organisational meetings and recording incoming/outgoing mail
- to provide a full reception service to clients/callers
- to deliver relevant services in a prompt and professional manner
- to communicate information to meet internal and external customer needs in a clear, concise and timely manner
- to accurately input data and produce reports as needed and ensure printed documents are correct and complete (e.g. incoming post/stationery stock/tea kitty)
- to properly store and secure data, paying particular attention to confidential data and legal restrictions that apply
- to maintain & replenish stock inventories of stationery and office accessories to enable staff to be able to complete their work
- to ensure a back-up of all data is undertaken in accordance with procedural guidelines and correctly locate, access and retrieve individual and organisational data from the back-up system as required
- to help ensure timely repairs and maintenance of office premises/equipment are carried out and recorded where necessary
- to assist with organisational filing, collections of confidential waste and annual archiving exercises as required
- to assist in preparing for organisational meetings and ensure timely distribution of agenda and relevant papers
- to identify areas for administrative services improvement and bring to the attention of the Staff and Volunteer Development Coordinator

JOB DESCRIPTION

continued

Developing self and others

- to plan, allocate and organise own workload
- to adapt work schedules and resources to changing priorities, such as unexpected or urgent tasks
- to monitor and evaluate own work
- to develop self to enhance performance
- to contribute to training and development activities for colleagues

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 lead, facilitate and contribute to meetings/group discussions
- to engage as a team member in a positive manner to ensure the administration team is effective, reliable, dynamic and fully functioning

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 Staff and Volunteer Development Coordinator

The duties of the post will be subject to review in accordance with the needs of the organisation.

PERSONAL SPECIFICATION

Job title	Administrative Assistant
Grade	£23,177 per annum (pro rata)
Hours	16 hours per week, fixed term until 31 March 2025
Location	Skainos Centre, Belfast
Responsible to	Staff and Volunteer Development Coordinator

Education / Training

Essential

- * good level of education to include GCSE English Language and Mathematics at Grades A-C (or equivalent)

Relevant experience

Essential

- * experience working with the public by telephone and in person
- * experience in office-based administration

Skills / Attributes

Essential

- * ability to communicate effectively and professionally
- * experience using Microsoft Office (e.g. Outlook, Excel, Word) with good data entry skills to a high level of accuracy

Other

- * ability to work Mondays and Fridays

Values

- a commitment to the values of Housing Rights

****denotes shortlisting criteria***

TIMELINES

Advertise	13 September 2024
Closing date	30 September 2024 at midday
Interview	11 October 2024

INTERVIEW PANEL

Sonya Bigg (Chair)	Housing Rights
Brenda Parker	Housing Rights
Diane Callaghan	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



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.