



Recruitment Pack

Business and Partnership Development Officer

Closing date: 24 February 2025 at midday

when everyone has a **home**

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**Housing
Rights**



WELCOME

from our CEO

Thank you for your interest in the role of Business and Partnership Development Officer at Housing Rights.

This recruitment pack provides details of the work we do, the role of Business and Partnership Development 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 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 2023-2024 we supported people in Northern Ireland with housing and homelessness problems.



Prevented homelessness

We helped prevent homelessness for a total of 1,307 households



Provided advice

We provided advice, advocacy, and representation services to 12,006 households on 50,244 housing issues



Improved skills and knowledge

94% of attendees felt attending our training improved their housing skills and knowledge



Improved housing circumstances

82% 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

Accreditations:

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

I think overall Housing Rights has a great culture and the staff as a team are brilliant
-Housing Rights Staff Survey 2023



Diversity Mark Accredited

WORKING AT HOUSING RIGHTS:

Results of our 2023 staff survey show:

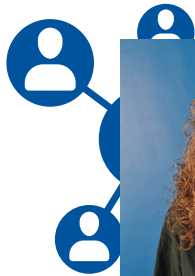


5% increase in staff satisfaction in the last 5 years!



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 - Housing Advocate (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 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. ”



Ruairi McMenamin - Helpline Coordinator

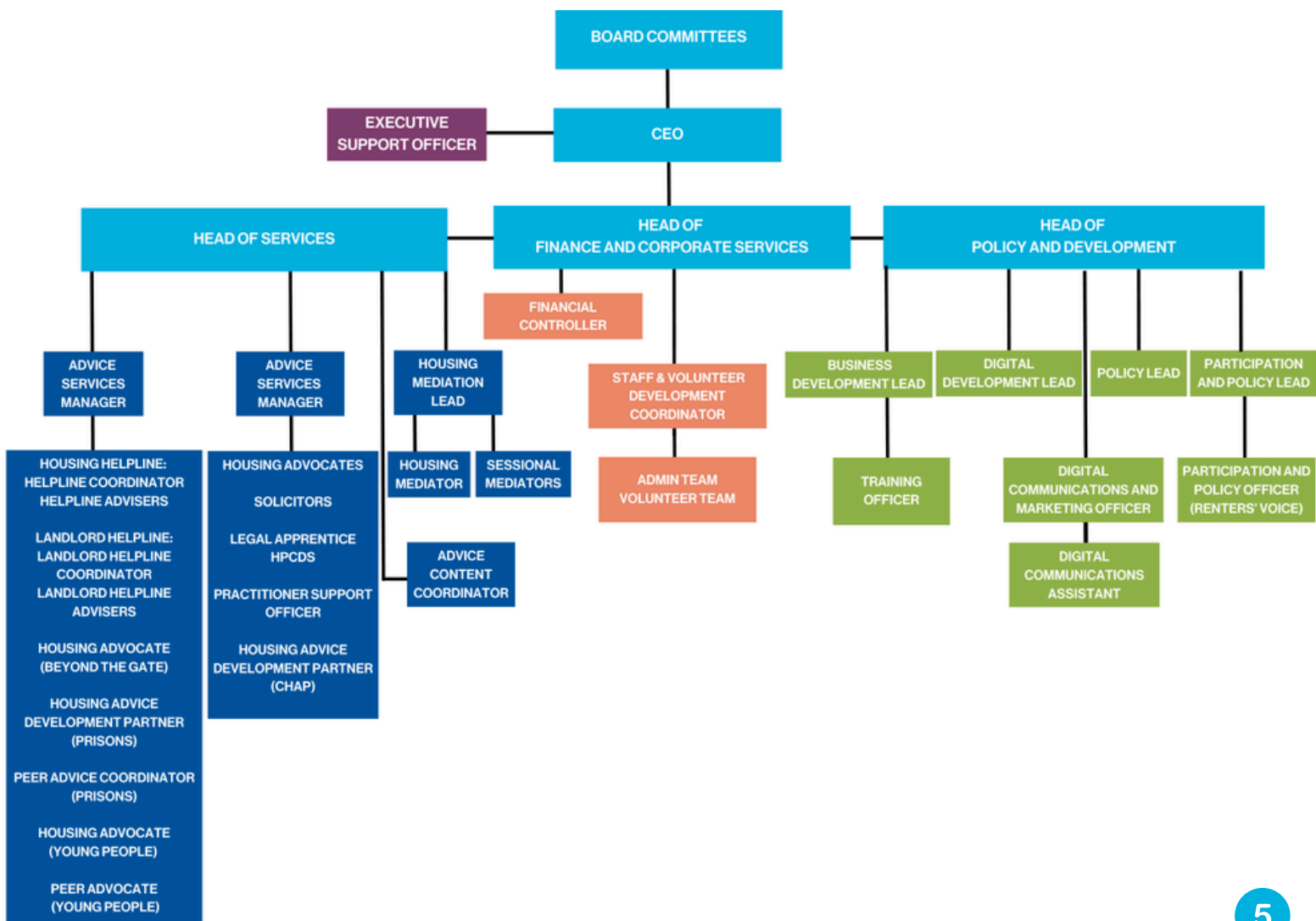
“ Housing Rights allows me to help people everyday, in a positive working environment. I am grateful to work with a team of hardworking people dedicated to ending homelessness and making making life in Northern Ireland better for everyone. ”

ABOUT THE ROLE

This role involves:

- nurturing new and existing strategic partnerships through appropriate engagement activities
- developing and maintaining a database of business partners and contacts
- creating and maintaining effective internal working relationships to develop opportunities and maximise revenue
- researching to identify potential funding sources for service development, including submitting funding applications
- making recommendations to the Housing Rights leadership team and board to enable informed decision-making on key business opportunities

ORGANISATIONAL CHART



JOB DESCRIPTION

Purpose:

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

- (i) developing the capacity of the organisation to build upon existing services and expand to deliver new services
- (ii) developing new and existing collaborative partnership working arrangements

Key Duties:

1.0 Business development

- 1.1 to scope, review and evaluate existing business relationships and identify new opportunities to enable Housing Rights to deliver additional services
- 1.2 to identify, foster and sustain new relationships across public, private and voluntary sectors to help the organisation deliver its strategic objectives
- 1.3 to assist in the identification of new markets to meet organisational and customer needs
- 1.4 to support the development and implementation of initiatives to grow new business and work creatively to establish new products and propositions to access new income streams
- 1.5 to support the leadership team and board by making recommendations so informed decisions can be taken on business opportunities, shared services, mergers and collaborative working
- 1.6 to explore opportunities to develop social enterprise including new training and information products
- 1.7 to assist with research to identify and to explore potential funding sources and opportunities for service development across the public, private and statutory sectors including submitting funding applications
- 1.8 to have a key role in facilitating the preparation and development of the organisational strategic plan, annual business plan and project plans as required

2.0 Partnership development

- 2.1 develop and implement an effective framework for creating, maintaining and developing effective business relationships
- 2.2 to seek out new partnerships and opportunities that will benefit Housing Rights whilst promoting organisational objectives to new audiences and partners
- 2.3 liaise with staff in identifying and developing opportunities to develop relationships with current and potential partners to increase reach and impact
- 2.4 to identify relevant networks to facilitate the development of current and new partnerships

JOB DESCRIPTION

continued

3.0 Planning and administration

- 3.1** to continue to develop and maintain Housing Rights database of partners and other contacts using appropriate software
- 3.2** to develop and manage a system for recording partnership activities
- 3.4** to agree and monitor targets, identify deviations and implement remedial action as required
- 3.3** to collate and present reports on key objectives and targets as required
- 3.4** to ensure an evaluation process is in place to enable the impact of partnership collaboration and activity for the organisation to be measured
- 3.5** to respond promptly to reasonable requests for information and other material as required and to write reports and plans as necessary

4.0 Developing effective internal and external working relationships

- 4.1** to create, develop and maintain effective internal working relationships with communications and marketing colleagues to develop opportunities and maximise revenue
- 4.2** to promote effective working relationships with other voluntary, private and statutory agencies
- 4.3** to lead, facilitate and contribute to meetings and group discussions
- 4.4** to act as an ambassador for the organisation both internally and externally, including public speaking, as required

5.0 Developing self and others

- 5.1** to plan, allocate and organise own workload
- 5.2** to monitor and evaluate own work
- 5.3** to develop self to enhance performance
- 5.4** to contribute to training and development activities for colleagues

6.0 Other

- 6.1** to act in accordance with the agreed values of the organisation
- 6.2** to ensure the policies and procedures of the organisation, with respect to equal opportunities and health and safety are observed
- 6.3** to undertake any other duties consistent with the post which may, from time to time, be required by the Head of Policy and Development

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

PERSON SPECIFICATION

Job title	Business and Partnership Development Officer
Grade	EOI £30,721-£31,352 per annum, pro rata
Responsible to	Head of Policy and Development
Contract type	One year fixed term
Hours of work	30-37 hours available
Location	Skainos Centre, Belfast (With option for hybrid working)

Education / Training

Essential

- *evidence of a third level qualification in a relevant business-related discipline

Desirable

- * a Master's degree or postgraduate qualification (or equivalent) in business planning, for example, MBA

Relevant experience

Essential

- *demonstrated knowledge of public, private and statutory sectors and market competitors
- *at least 2 years full-time (or equivalent part-time) experience of working in:
 - business planning or development, and partnership development or fundraising
- *demonstrated commitment to collaborative working practice
- *demonstrated experience of at least two of the following:
 - building and managing partnerships
 - fundraising (private or non-public)
 - sales or marketing
 - income generation
 - social enterprise

Desirable

- at least 4 years full-time (or equivalent part-time) experience of working in:
 - business planning or development and
 - partnership development or fundraising

PERSON SPECIFICATION

continued

- *demonstrated experience in more than two of the following:
 - building and managing partnerships
 - fundraising (private or non-public)
 - sales or marketing
 - income generation
 - social enterprise
- *experience of using customer relationship management software to organise and analyse data

Skills / Attributes

Essential

- demonstrated ability to communicate effectively both verbally, through presentations and in writing
- excellent interpersonal and teamwork skills
- demonstrated ability to plan and organise own workload and meet deadlines
- skills in the use of I.T. systems, for example, Microsoft Office applications
- demonstrated experience of using a database system
- a focus on excellent customer service
- strong problem solving and creative skills
- confident in analysis and interpretation of data with ability to convert data into materials and proposals

Desirable

- *demonstrated financial acumen
- *experience of procurement procedures and tender writing
- *experience of non-public fundraising

Values

- commitment to the mission and aims of Housing Rights with a strong focus on our values (Independence, Equality, Cooperation, Quality, Respect and Agility)

Other

*a full valid driving licence or ability to meet the mobility requirements of the post as will be required across Northern Ireland often at various locations on a single day

****denotes shortlisting criteria***

TIMELINES

Advertise	4 February 2025
Closing date	24 February 2025 at midday
Interview	6 March 2025

INTERVIEW PANEL

Kate McCauley (Chair)	Housing Rights
Roz Tate	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



Emma Kinghan, Admin 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.