

**Housing
Rights**

Celebrating
**Sixty
Years**
1964 - 2024



Recruitment Pack

Head of Finance and Corporate Services

Closing date: Monday 21 October 2024 at midday

when everyone has a **home**

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WELCOME

from our CEO

Thank you for your interest in joining our work to make sure everyone has a **home**

In this recruitment pack, you will find further information about an important new senior post we have created in the organisation to increase our financial resilience and to strengthen our capacity in the time ahead.

The Head of Finance and Corporate Services will have strategic responsibility for finance and for diversifying the organisation's income stream with the objective of creating significantly greater financial independence for the organisation. The postholder will also lead on our governance, human resources, IT and facilities functions, ensuring that we have a strong infrastructure to support our core work to prevent homelessness.

You will be joining us at a time when the need for our work has never been greater. In our 60th year, we are privileged to enjoy a reputation as experts in housing and homelessness services and be recognised as a key stakeholder for policy makers and legislators. Our ambitious 5 year corporate strategy 'People, prevention and partnership' reaffirms our commitment towards our core mission and outlines how we will harness our resilience, sustainability and innovation in service of our mission. As a senior leader in the organisation, you will be joining a dynamic team. You will be expert in your areas of responsibility and have a track record in income diversification and people management. You will be agile, innovative and values focussed.

This pack contains further information about Housing Rights, the new senior post and the skills and experience we are looking for. I hope this exciting new opportunity will interest and excite prospective candidates and I look forward to receiving your application.

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

Housing Rights has been helping people in Northern Ireland deal with housing and homelessness problems since 1964. We help people with their housing and homelessness problems through our helplines and advice work. We use their experiences to bring change and improvements with our policy work. We educate and inform others working in the housing and advice sectors to help their clients.

All our work helps us to achieve our vision 'when everyone has a **home**'

OUR FUNDING

The funding that allows us to offer our services comes from a variety of places. Our core services are funded by the Housing Division within the Department for Communities. We also get financial support to carry out specific projects from a number of other funders.

We are able to provide lots of our services because we receive funding. However, we also have to raise money through providing and selling training courses, seminars and information products and from public and corporate donations.

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



Improved skills and knowledge

97% 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

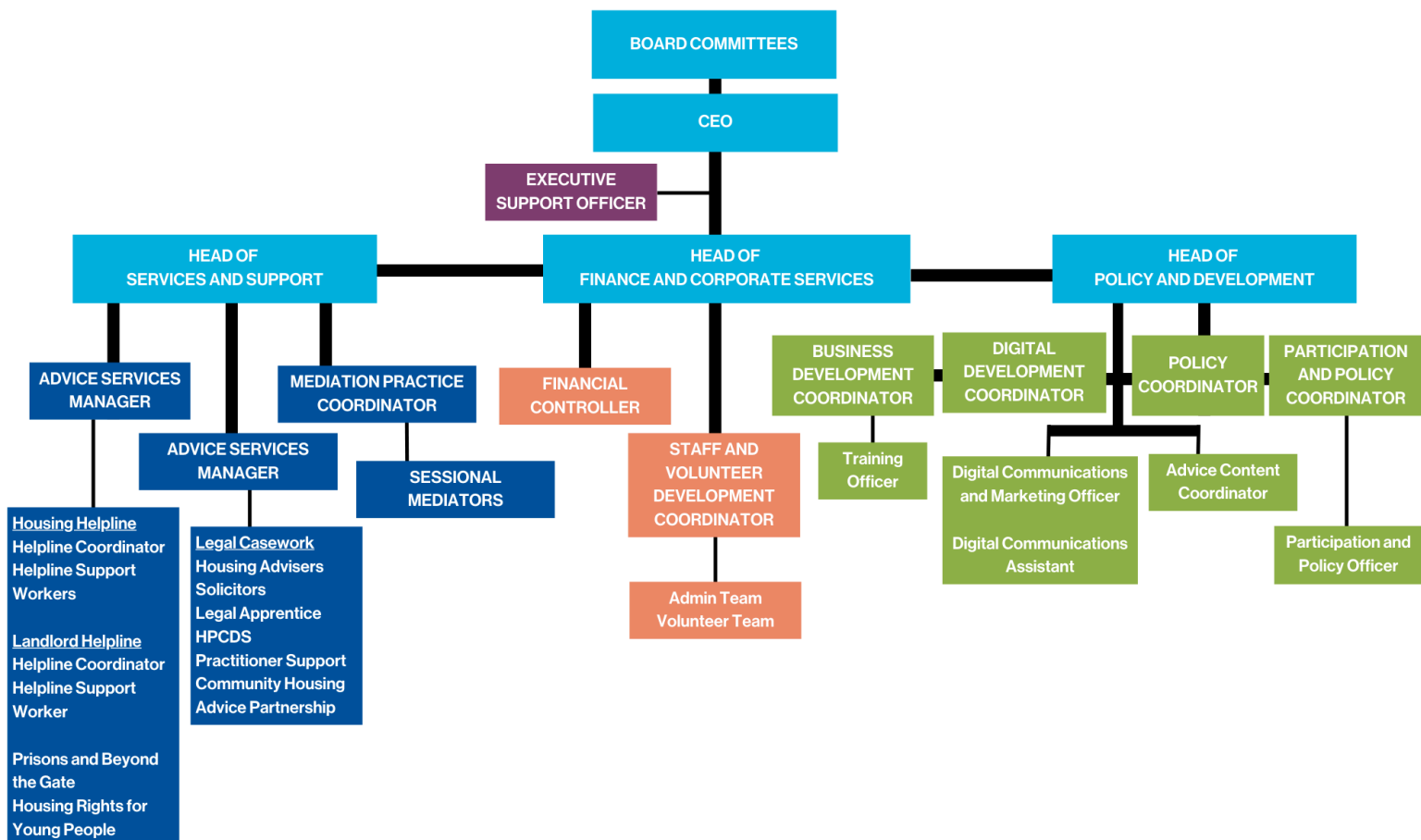


ABOUT THE ROLE

You will have strategic responsibility for finance and for diversifying the organisation's income stream with the objective of creating significantly greater financial independence for the organisation.

You will lead the development and delivery of Housing Right's key support services including finance, IT, human resources, facilities, management reporting and governance in line with the organisation's strategic plan and values.

ORGANISATIONAL CHART



JOB DESCRIPTION

Purpose:

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

- providing inspirational and visible leadership to the staff team generally and directly in relation to the roles that sit within the finance and corporate services function
- leading the development and delivery of Housing Right's key support services including finance, IT, human resources, facilities, management reporting and governance in line with the organisation's strategic plan and values
- to have strategic responsibility for finance and for diversifying the organisation's income stream with the objective of creating significantly greater financial independence for the organisation
- in collaboration with the senior team, to lead continuous improvement, service innovation and development of all aspects of Housing Rights' work to maximize future opportunities and organisational effectiveness in the delivery of strategic objectives
- to have responsibility for ensuring the digital IT infrastructure of the organisation ensuring it supports the delivery of the organisation's Digital Strategy
- ensuring appropriate resources and effective systems are in place with regard to finance and corporate services

Key Duties (under review):

1.0 Leadership and performance

- 1.1** as part of the Senior Leadership Team to provide effective and professional leadership, supporting and promoting the activities of Housing Rights and contributing significantly to building a high performing organisation
- 1.2** to lead the development, monitoring and execution of strategic and business plans
- 1.3** to be responsible, in liaison with the Chief Executive, for diversifying the organisation's income stream with the objective of creating significantly greater financial independence for the organisation
- 1.4** develop innovative strategies aligned with Housing Rights strategic objectives, working closely with cross-functional teams
- 1.5** to develop and implement annual work programmes for the delivery of finance and corporate services to support the work of the organisation
- 1.6** to motivate staff to ensure that delegated responsibilities are achieved and effective communication maintained
- 1.7** to regularly review performance and monitor progress towards achieving agreed objectives and targets and implement remedial action if required

JOB DESCRIPTION

continued

1.8 to provide regular performance management information in relation to the finance and corporate services function

1.9 to line manage relevant staff within the finance and corporate services teams

2.0 Strategic financial management

2.1 to monitor the overall financial health of Housing Rights and ensure the organisation is financially viable and achieves value for money

2.2 to ensure strategic alignment between the organisation's medium term financial planning and the overall business direction and corporate strategy

2.3 to ensure effective financial planning, accounting, monitoring and reporting systems are developed and implemented

2.4 to ensure annual budgets and financial forecasts are prepared as required

2.5 to support the identification and preparation of tenders for contracts and funding bids to build sustainable income for the organisation

2.6 to continually monitor and review how Housing Rights generates income, working collaboratively with Senior Leadership Team colleagues to diversify income generation

3.0 Corporate governance, risk and compliance

3.1 to advise on financial governance, risk management and best practice for the organisation, including presenting to the Audit and Risk Committee/board as required

3.2 to ensure accurate and timely financial management information is provided in required format to funders and presented to the board, CEO and other budget holders as required

3.3 to lead on the development and implementation of the organisational risk register and to ensure team risk registers are in place

3.4 to maintain the development of a statutory compliance register to ensure that all activities conducted within Housing Rights comply with applicable legislation and regulations

3.5 to maintain and develop a business continuity plan for the organisation

3.6 to ensure the effective compliance of all contracts and funding agreements within Housing Rights

3.7 to ensure accurate and timely collation of data and preparation of reports and returns for internal and external stakeholders such as the Department for Communities, Northern Ireland Housing Executive, the Department of Justice, Equality Commission and Charity Commission Northern Ireland

4.0 Human resources (staff and volunteer development)

- 4.1** to oversee the delivery of a professional human resources function within Housing Rights
- 4.2** to ensure that human resource services are developed and delivered to effectively meet the business needs of Housing Rights
- 4.3** to lead the development and implementation of a Learning and Development Strategy to support professional development and build capabilities, skills and competences to support employee/volunteer development, and the delivery of organisational objectives
- 4.4** to ensure appropriate human resource policies and procedures are in place to comply with all relevant legislation and best practice
- 4.5** to provide strategic direction, support and guidance on all issues relating to human resources within the organisation
- 4.6** to ensure regular review of staffing levels and structure to ensure the current and future needs of the organisation are met
- 4.7** to ensure the achievement of and compliance with relevant external standards such as Investors in Volunteering and Diversity Mark

5.0 Management of facilities and ICT

- 5.1** to lead on the development and implementation of an effective ICT strategy to meet the business needs of Housing Rights
- 5.2** to ensure development and implementation of appropriate policies and procedures to safeguard the use and security of organisational equipment and data within Housing Rights
- 5.3** to ensure accommodation and facility management services are provided to meet the current and future business requirements of the organisation
- 5.4** to ensure a safe and pleasant working environment is provided for Housing Rights service users, staff and visitors to premises
- 5.5** to effectively manage suppliers and maintenance arrangements
- 5.6** to oversee and develop as appropriate the organisation's IT infrastructure and systems and manage the contract with Housing Rights' external IT provider for the duration of the contract

JOB DESCRIPTION

continued

6.0 Quality assurance

- 6.1** to monitor and review quality systems on a regular basis to ensure they continue to meet organisational and user requirements
- 6.2** to ensure relevant policies and procedures in relation to finance and corporate services are developed, reviewed and updated as required
- 6.3** to ensure compliance with relevant policies and procedures in the delivery of finance and corporate services
- 6.4** to bring any relevant quality assurance issues to the attention of the CEO

7.0 Developing effective working relationships

- 7.1** to ensure effective communication between finance and corporate services staff, management and all other organisational services
- 7.2** to maintain regular contact and develop highly effective working relationships with relevant internal and external stakeholders and partners
- 7.3** to represent Housing Rights appropriately on external groups and at events, presenting a positive and professional image with a range of stakeholders and audiences

8.0 Knowledge management and innovation

- 8.1** contribute to the development and introduction of innovation to ensure that the organisation is continually incorporating best practice, agile approaches
- 8.2** contribute to the dissemination and sharing of best practices and lessons learned for organisational development planning and knowledge building

9.0 Other

- 9.1** to deputise for the CEO as and when required
- 9.2** to act in accordance with the agreed values of the organisation
- 9.3** to ensure the policies and procedures of the organisation are observed
- 9.4** to attend meetings of the board/sub-committees as appropriate and to prepare written reports and documents as required
- 9.5** to undertake any other duties, consistent with the post which may from time to time be required by the CEO

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

PERSON SPECIFICATION

Job title	Head of Finance and Corporate Services
Job type	Full-time, permanent
Grade	NICS Grade 7: £55,207 – £59,049 (under review)
Location	Skainos Centre, Belfast (with option for hybrid working)

Education / Training

Essential

- third level qualification or equivalent in a relevant discipline*
- be a fully qualified accountant, having successfully completed the professional examinations*
- be a full member of one of the following bodies: ACCA, ACA, CIPFA, CIMA, ICAS, ICAEW*

Relevant experience

Essential

- minimum of three years' experience in a senior role, with responsibility for finance and governance with an evidenced track record in diversifying income streams for an organisation*
- minimum of three years' experience in successfully managing people or teams to deliver results*
- experience of developing and delivering continuous improvement initiatives and securing staff buy-in to proposed changes*

Desirable

- experience within charity/ voluntary sector*

Skills / Attributes

Essential

- leadership and decision making skills
- ability to develop strategy and policy
- excellent communication skills
- ability to resolve complex or difficult issues
- ability to organise, prioritise and delegate effectively
- evaluation, analytical and report writing skills
- ability to inspire, influence and motivate others
- excellent relationship management and networking skills

*denotes shortlisting criteria

COMPETENCIES

1. Seeing the big picture

Having an in-depth understanding and knowledge of how your role fits with, and supports, organisational objectives and the wider public needs.

2. Changing and improving

People are responsive, innovative and seek out opportunities to create effective change. Being open to change, suggesting ideas for improvements to the way things are done, working 'smarter', more focused ways.

3. Making effective decisions

Showing clarity of thought, setting priorities, analysing and using evidence to evaluate options before arriving at well reasoned, justifiable decisions.

4. Leading and communicating

Leading from the front and communicating with clarity, conviction and enthusiasm. Supporting principles of fairness of opportunity for all and a dedication to a diverse range of citizens.

5. Collaborating and partnering

Maintain positive, professional and trusting working relationships with a wide range of people within and outside of the organisation.

6. Building capability for all

Having a strong focus on continuous learning for oneself, others and the organisation.

7. Delivering value for money

Seeking out and implementing solutions which achieve a good mix of quality and effectiveness for the least outlay.

8. Managing a quality service

Being organised to deliver service objectives and striving to improve the quality of service, taking account of diverse client needs and requirements.

9. Delivering at pace

Focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. Working to agreed goals and activities.

BEHAVIOURS

The following behaviours are linked to the organisation's values:

Equality

- I am open and embrace the uniqueness of others
- I treat people with dignity and respect regardless of their culture, religion, age, race, sexual orientation or disability
- I create an environment where everyone feels heard, respected, and engaged
- I am intentionally inclusive

Respect

- I treat others fairly and appropriately, with kindness and respect, both in words and actions
- I value the individual experience, perspectives, and contribution of others
- I take time to listen to people and seek to understand different perspectives
- I take responsibility for my own behaviour and my impact on others

Cooperation

- I work with colleagues and others to achieve shared goals
- I view others as potential collaborators, choosing cooperation over competition and individual work
- I assist and support others by meeting requests wholly and in a timely manner

Quality

- I ensure quality and excellence in everything I do, taking pride in my work
- I strive to become a specialist in my role, contributing to a continuous learning culture by seeking ways to expand my breadth of knowledge, skills and expertise
- I strive for continuous improvement in my work making every effort to put forward innovative solutions

Agility

- I am passionate about making a positive difference
- I am inspired by possibilities, and approach change with an open mind, and with courage to embrace it
- I am outcomes-driven and champion the exploration of good ideas for optimum efficiency in my role

THE SELECTION PROCESS

The selection process will include:

- a paper based shortlisting assessment of applications against the criteria outlined in the person specification
- an assessment centre aligned to the competencies of the role and a psychometric assessment facilitated by an external provider (full details will be provided to shortlisted candidates)
- a final interview with the Housing Rights selection panel

TIMELINES

Closing date	21 October 2024 at midday
Invite to Assessment Centre issued by	1 November 2024
Assessment Centre (psychometric assessment taking place prior)	Week commencing 11 November 2024
Final interview	29 November 2024

Email completed application and equal opportunities monitoring forms by the closing date to:
recruitment@housingrights.org.uk

If you need us to make any reasonable adjustments to help you during the recruitment process, please email recruitment@housingrights.org.uk.

Housing Rights greatly values diversity and we actively encourage applications from all sections of the community.