

**Housing
Rights**

Celebrating
**Sixty
Years**
1964 - 2024



Recruitment Pack

Head of Policy and Development

Closing date: 24 February 2025 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 a vital post in our strategic leadership team; the Head of Policy and Development.

The Head of Policy and Development will have strategic responsibility for leading our work to influence the decisions made about housing and homelessness in Northern Ireland. We need an inspirational leader, with strong influencing skills, excellent abilities in building and using evidence and strong interpersonal skills to build relationships and collaborate to find solutions.

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 policymakers and legislators. Our ambitious five year corporate strategy '[People, prevention and partnership](#)' reaffirms our commitment towards our core mission and outlines how we will improve lives through our work.

As a senior leader in the organisation, you will join a dynamic team. You will be agile, innovative, and values-focused.

This pack contains further information about Housing Rights, the 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



JOB DESCRIPTION

Purpose:

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

- providing inspirational and visible leadership to the wide range of roles that sit within the policy and development function, ensuring research and policy work informs new and innovative business development opportunities for Housing Rights
- leading our policy and research work to positively influence the housing and homelessness agenda in Northern Ireland
- identifying appropriate opportunities for Housing Rights to build upon existing services and expand to deliver new services
- in collaboration with the senior team, to lead continuous improvement, service innovation and development to maximize new opportunities and organisational effectiveness in the delivery of strategic objectives
- overseeing public affairs work and engaging with stakeholders to achieve successful policy outcomes
- leading the development and implementation of a communications strategy to effectively market the organisation and its services
- ensuring appropriate resources and effective systems are in place with regard to policy and business development services

Key Duties:

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 work with other members of management in developing and monitoring strategic and business plans for Housing Rights
- 1.3 to develop and implement annual work programmes for the delivery of policy, research and business and digital development and communications
- 1.4 to motivate staff to ensure that delegated responsibilities are achieved and effective communication maintained
- 1.5 to regularly review performance and monitor progress towards achieving agreed objectives and targets and implement remedial action if required
- 1.6 to provide regular performance management information in relation to the policy and development service
- 1.7 to line manage relevant staff within the policy and development service

JOB DESCRIPTION

continued

2.0 Evidence, policy and participation

- 2.1** to provide strategic direction, support and guidance on policy issues, ensuring immediate analysis of external developments including proposed changes in government policy and draft legislation
- 2.2** to be responsible, in liaison with the Chief Executive for formulating Housing Rights policy position in the areas of housing and homelessness
- 2.3** to lead Housing Rights work to ensure the participation of service users in influencing decision making on housing policy and practice matters
- 2.4** to lead the development of a robust evidence base, including responsibility for commissioning evidence papers for submission to policy makers

3.0 Business development

- 3.1** to identify and develop new business development opportunities, consistent with the aims and ethos of Housing Rights, which will contribute to the long term sustainability of the organisation
- 3.2** to lead on the development of a programme of business development to identify and progress funding opportunities to help achieve the organisation's vision, mission and strategic objectives
- 3.3** to identify and prepare tenders for contracts and funding bids to help build sustainable income for the organisation
- 3.4** to oversee the development and implementation of an effective framework for creating, maintaining and developing effective business relationships
- 3.5** to provide strategic direction and lead work on developing the training function to become self-funding through selling training services to a broader range of clients in the third sector and public sector

4.0

4.1 Digital development and communications

- 4.1** to lead the implementation of the organisation's digital strategy to develop the capacity of the organisation ensuring the continued growth of Housing Rights through innovative and transformational digital services
- 4.2** to lead the development and implementation of a communications strategy to effectively market the organisation and its services
- 4.3** to lead public affairs work in relation to policy issues and to ensure Housing Rights policy messages are effectively communicated to internal and external stakeholders through a range of formats

JOB DESCRIPTION

continued

5.0 Quality assurance

- 5.1** to ensure the development and implementation of relevant quality management systems in relation to policy, development and digital/communication services
- 5.2** to monitor and review quality systems on a regular basis to ensure they continue to meet organisational and user requirements
- 5.3** to ensure relevant policies and procedures in relation to policy, development and digital/communication services are developed, reviewed and updated as required
- 5.4** to ensure compliance with relevant policies and procedures in the delivery of policy, development and digital/communication services
- 5.5** to bring any relevant quality assurance issues to the attention of the Chief Executive

6.0 Developing effective internal and external working relationships

- 6.1** to ensure effective communication between policy, development, digital/communications staff, management and all other organisational services
- 6.2** to identify opportunities for Housing Rights to work in partnership with other organisations in undertaking policy and development work
- 6.3** to maintain regular contact and develop highly effective working relationships with those individuals/agencies responsible for influencing the development of housing policy and legislation in Northern Ireland
- 6.4** to seek out new partnerships and opportunities that will benefit Housing Rights whilst promoting Housing Rights organisational objectives to new audiences and partners, in new ways
- 6.5** to represent Housing Rights appropriately on external groups and at events, presenting a positive and professional image with a range of stakeholders and audiences

7.0 Knowledge management and innovation

- 7.1** contribute to the development and introduction of innovation to ensure that the organisation is continually incorporating best practice approaches in policy, development and digital/communications services
- 7.2** contribute to the dissemination and sharing of best practices and lessons learned for organisational development planning and knowledge building

JOB DESCRIPTION

continued

8.0 Other

- 8.1** to deputise for the Chief Executive as and when required
- 8.2** to act in accordance with the agreed values of the organisation
- 8.3** to ensure the policies and procedures of the organisation are observed
- 8.4** to attend meetings of the Board/sub committees as appropriate and to prepare written reports and documents as required
- 8.5** to undertake any other duties, consistent with the post which may from time to time be required by the Chief Executive

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

PERSON SPECIFICATION

Job title	Head of Policy and Development
Job type	Full-time, permanent
Grade	NICS Grade 7 £55,207 –£59,049(under review) (normal incremental progression will apply for first time (up to £57,769) subject to satisfactory performance. Progression to the max point in the scale will be at the sole discretion of the board, subject to affordability)
Responsible to	Chief Executive
Responsible for	Policy and Development, Digital and Communication teams
Location	Skainos Centre, Belfast (with option for hybrid working)

Education / Training

Essential

- third level qualification or equivalent in a relevant discipline for example, housing, debt and welfare advice, public policy, business management, business development etc

Relevant experience

Essential

- * minimum of three years' experience in a senior role, analysing and communicating complex policy issues
- * minimum of three years' experience in developing and maintaining relationships with a wide range of stakeholders/partners
- * experience of developing and delivering continuous improvement initiatives and securing staff buy-in to proposed changes

Desirable

- * experience within charity/voluntary sector
- * excellent understanding of the processes and procedures within government policy and Northern Ireland Assembly

*denotes shortlisting criteria

PERSON SPECIFICATION

continued

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

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

Maintaining 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	24 February 2025
Shortlisting	27 February 2025
Invite to Assessment Centre issued by	28 February 2025
Assessment Centre (psychometric assessment taking place prior)	Friday 7 March and Monday 10 March if needed
Final interview	20 March 2025

INTERVIEW PANEL

Kate McCauley	Housing Rights
Rose Crozier	Housing Rights Board
Denise McAnena	Housing Rights Board

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 let us know.

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