



# CANDIDATE BRIEFING PACK

Assets Officer



Making A Positive Difference By  
Empowering People And Communities

If you require this information booklet in an alternative format please contact  
Conor Taylor, Assets and Capital Works Manager at [conor.taylor@arkhousing.co.uk](mailto:conor.taylor@arkhousing.co.uk)  
or on 02890 752310.

# A Message from the Director of Assets and Capital Works

Dear Candidate,

Thank you for your interest in joining Ark Housing Association as our new Assets Officer.

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 an Assets Officer at Ark Housing, you will play a pivotal role in managing and delivering high-quality, efficient, and effective repair service for our tenants. Reporting to the Assets and Capital Works Manager, you will work closely with internal and external stakeholders to ensure alignment with organisation expectations and compliance, 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.



**ROSS REID**  
**DIRECTOR OF ASSETS AND CAPITAL WORKS**

## 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 over 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:**

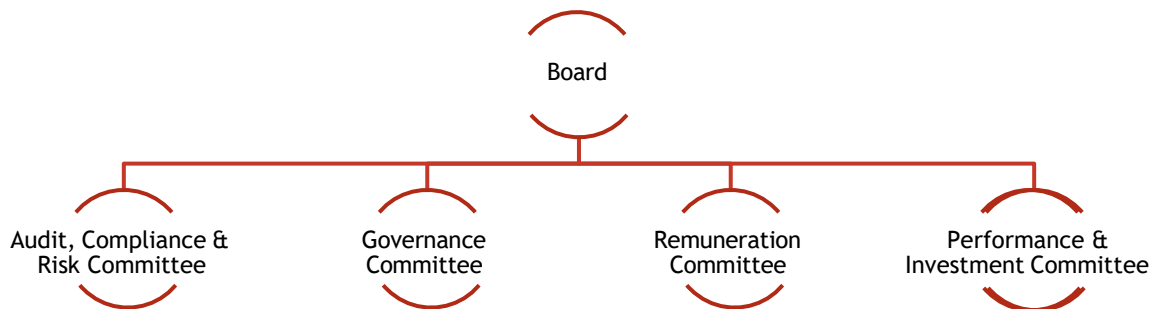
Progressive	<i>Forward thinking, supporting change and transformational</i>
Respect	<i>Treat everyone with dignity and esteem</i>
Integrity	<i>Maintain the highest professional and personal standards</i>
Diversity and Equality	<i>Value diversity and equality in everything we do</i>
Excellence	<i>Strive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

## Our Governance & Senior Executive Structure

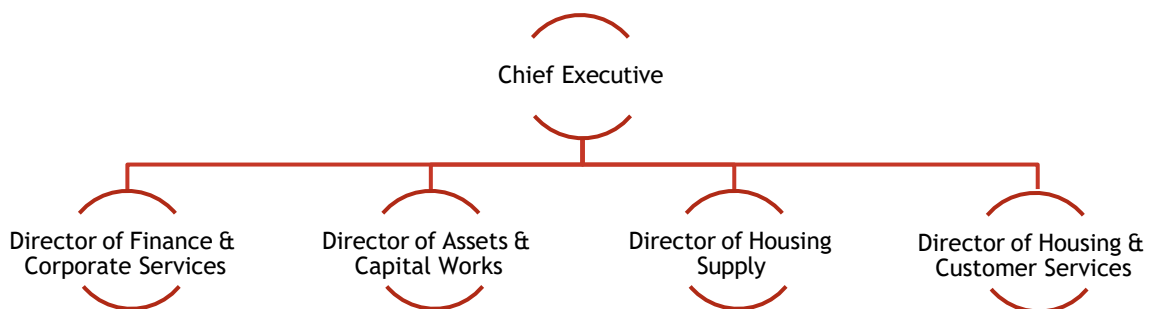
Ark Housing Association is governed by a voluntary Board and its Committees whose role is to lead, direct, and control the work of the Association. The Board ensures the delivery of the organisation's agreed strategic objectives and corporate plans within the framework of statutory and regulatory compliance.

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

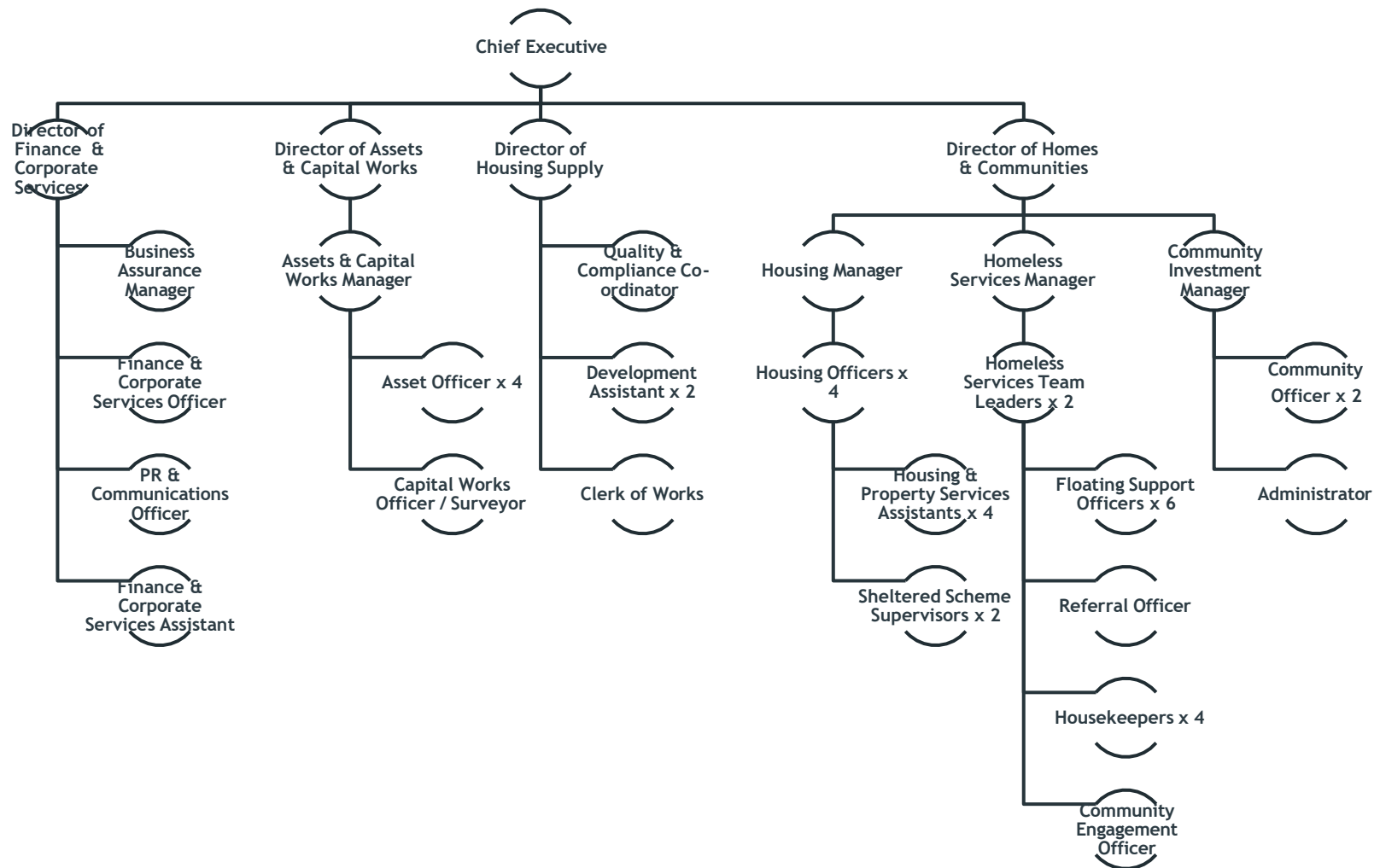
### *Board & Committee Structure*



### *Senior Executive Team Structure*



## Operational Staff Structure



## **About The Role**

As an Assets Officer, reporting to the Assets and Capital Works Manager, you will be responsible for the delivery of property assets management, property compliance, disabled adaptations and response maintenances activities for the Association.

### **Core Areas of Responsibility**

1. The delivery of high quality response & cyclical maintenance services;
2. The delivery of effective void management services;
3. To ensure statutory, regulatory, and policy requirements are met in full in respect to all property related compliance areas, including adherence to and delivery of all associated Safety, Health, Environment, Quality & Compliance requirements;
4. General;

## **Qualifications, Skills & Experience**

- Degree-level qualification in Building Surveying or other suitable built environment subject or suitable GCSEs and additional experience.
- A minimum of two years' experience, or five years without a degree in a similar role.
- At least one years' experience of working with Contractors.

## **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:	£35,959 to £40,424 depending on experience
Pension:	NILGOSC contributory pension scheme (Employer contribution is currently 15.5%).
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).
Private Medical Insurance:	Individual membership of the Association's Private Health Insurance Plan.
Other Benefits:	A range of excellent work and family friendly policies, including hybrid working. Access to Electric Vehicle Salary Sacrifice Scheme. EV Charging Facilities at Head Office with on-site Car Parking.

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>Assets Officer</b>
<b>LOCATION:</b>	Head Office, Belfast
<b>ACCOUNTABLE TO:</b>	Director of Assets and Capital Works
<b>REPORTING TO:</b>	Assets and Capital Works Manager

### **JOB PURPOSE:**

To assist in the delivery of the Association's property assets service by managing and overseeing property compliance, disabled adaptations, and response and cyclical maintenance activities for a designated housing patch in accordance with policy, statutory and regulatory requirements and within a framework of continuous improvement.

### **MAIN TASKS:**

As an Assets Officer, responsibilities will include, but not be limited to:

- The delivery of high quality response & cyclical maintenance services;
- The delivery of effective void management services;
- To ensure statutory, regulatory, and policy requirements are met in full in respect to all property related compliance areas, including adherence to and delivery of all associated Safety, Health, Environment, Quality & Compliance requirements;
- General;

### **RESPONSE & CYCLICAL MAINTENANCE SERVICES**

- To manage and ensure the delivery of high quality response maintenance services for your designated property patch in accordance with policies and procedures;
- To manage and ensure the delivery of high quality cyclical and facilities maintenance services for your designated property patch in accordance with policies and procedures;
- To ensure adherence to published Key Performance Indicators in respect to maintenance response times through effective monitoring and engagement with contractors, colleagues and customers;
- To undertake all works related inspections and administrative functions as required in accordance with policy and in order to ensure adherence to policy and the delivery of service excellence;

- To deliver all non-grant-funded disabled adaptation requests in line with organisational policy.
- To undertake as required pre and post inspections for works managed in order to audit standards, verify contractor's valuation submissions, and to provide assurance in respect to tenant satisfaction and service delivery;
- To consider applications for payment, in line with internal policy and procedures.

#### **VOID MANAGEMENT**

- To inspect all void properties in accordance with policy, and work proactively with contractors, colleagues and customers to ensure adherence to published relet standards and timeframes;
- To prepare and issue specifications and schedules and programmes of work in respect to voids and to monitor delivery of same;
- To consider applications for payment, in line with internal policy and procedures;
- To manage any variations to Works Orders ensuring any changes are instructed, costed and the property management software updated at the time of variation,

#### **SAFETY, HEALTH, ENVIRONMENT, QUALITY & COMPLIANCE**

##### Safety

- Ensure that all legislative, health & safety and regulatory matters in respect of all servicing contracts are complied with;
- Ensure that works undertaken at allocated properties have the necessary Risk Assessments and Method Statements in place where applicable;
- When works are taking place in a "live" or occupied environment that all staff and / or residents are given advanced notice of the works as well as details and duration of the work and any disruption it may cause.

##### Health

- Ensure that all risks to health are inspected, remediated and managed in accordance with Legislation, Codes of Practice, Policy & Procedures including but not limited to:
  - Gas
  - Electrical
  - Legionella
  - Damp, Mould and Condensation
  - Asbestos
  - Other

##### Environment

- Undertake site and property environmental inspections as required and produce reports on same;
- Ensure allocated properties are maintained in line with quality expectations;
- To identify opportunities within allocated properties for environmental or energy improvement works in conjunction with the relevant departmental staff;

## Quality & Compliance

- Maintain accurate and up to date data records on property related compliance, on the associations dedicated software system;
- Ensure that all property data information is maintained and accurate for the area under management;
- For allocated properties plan, organise and implement the delivery of:
  - heating services to include annual safety checks,
  - Other compliance areas for inspections, assessments and works,
  - Necessary Risk Assessments (Legionella, Fire Risk etc.),
  - Action outcomes of Risk Assessments in line with recommended timeframes,
- Engage with Contractors to ensure delivery of the necessary compliance works for allocated properties;
- Identify and action or escalate opportunities for improvements;
- To monitor and, if necessary, document and report on contractor performance including participating in Contractor appraisal against the contracts and/or KPIs;
- Ensure that all works are carried out within the standards set by the Association and when necessary, compile reports, statistical information.

## GENERAL

- To assist, as required, departmental staff in the design, identification, prioritisation and delivery of:
  - Asset Improvement works,
  - Planned works,
  - Cyclical works schemes,
  - Service Charge budgeting
- Participate in departmental procurement exercises as required;
- To work collaboratively with other departments and departmental staff as required in order to ensure the smooth delivery of wider organisational aims and objective;
- Assist in carrying out customer satisfaction surveys as required;
- To assist in the process of customer complaints as required;
- To compile reports, statistics and returns as required.

## ANY OTHER DUTIES

The post holder shall be required to always represent the organisation in a positive and professional manner.

Attendance at conference events, seminars, meetings, and training sessions may be required on occasion outside of normal working hours.

The post holder may be required on occasion to be involved in internal working groups or teams in the development of new departmental initiatives, public relations activities or in the development of organisation or service-related literature.

The postholder may at times be required to undertake a range of cross departmental and generic activities related to their area of responsibility, and behalf of the association where required, in the event of staff absences, shortages and as directed by the Assets and Capital Works Manager.

This Job Description is not exhaustive and only highlights the key areas and tasks associated with this post.

It cannot be prescriptive, and it is a requirement of post holder 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.

#### **WORKING ENVIRONMENT**

This post is office based, however because of the nature of this position, travel to property locations will be frequent for inspection and other purposes. You may also on occasion be required to attend work outside normal office hours. The Association operates a flexible remote working policy which may apply following successful completion of the probation period.

#### **HOURS**

Hours will normally be 37 per week. The post holder may be required to work evenings, weekends and provide out of hours cover in order fulfil the requirements of this role.

#### **HOLIDAYS**

Holidays would normally be 22 days rising to 27 after 5 years' service, increasing to 32 days after 10 years' service, plus 13 customary holidays.

## Assets Officer (Personnel Specification)

Qualifications	Essential	Desirable
<p>Degree-level qualification in Building Surveying or other suitable built environment subject.</p> <p>Or</p> <p>A minimum of 5 GCSE's including English and Maths and at least 5 years' experience in a similar role within the last 8 years.</p>	E	
A current CSR card		D
Membership of a professional body (i.e. RICS, CIOB etc.)		D
Experience	Essential	Desirable
<p>Candidates must demonstrate a minimum of two years' relevant experience, in the most recent five years, in a similar role if they hold a relevant degree.</p> <p>Or</p> <p>Candidates must demonstrate a minimum of five years' relevant experience, in the most recent eight years, in a similar role if they do not hold a relevant degree.</p>	E	
Experience of landlord residential compliance.		D
Experience in the social housing / public sector in NI		D
Knowledge	Essential	Desirable
Knowledge of residential construction	E	
Working knowledge of the NEC suite of Contracts		D

Skills & Abilities	Essential	Desirable
Excellent level of IT literacy with extensive experience in the use of a wide range of Microsoft Office products.	E	
Has experience in adopting excellent customer service initiatives and is proactive in identifying solutions to customer facing problems	E	
Exceptional communication and interpersonal skills, with the ability to build relationships with stakeholders and negotiate with others.	E	
Strong organisational and analytical skills.	E	
High level of accuracy and attention to detail.	E	
Excellent attention to detail and problem-solving abilities	E	
Other	Essential	Desirable
Full driving license and access to own car for regular business travel.	E	

## **Selection Timetable**

The closing date for completed applications is **12noon on Thursday 23<sup>rd</sup> April 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 27<sup>th</sup> April 2026 with successful applicants invited for interview week commencing 4<sup>th</sup> May 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 endeavor 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.