

CANDIDATE BRIEFING PACK

Planned Maintenance Officer



Ark Housing logo: QUALITY HOMES, Ark HOUSING, STRONG COMMUNITIES

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
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 Planned Maintenance 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 a result of our continued growth, we are expanding the team and require a Planned Maintenance Officer to take forward and manage and deliver the Association's Stock Investment Programme in accordance with stakeholder expectations and regulatory and statutory compliance.

As Planned Maintenance Officer at Ark Housing, you will play a pivotal role in improving our housing stock. From upgrading core components, to enhancing energy efficiency, you will work closely with the internal and external stakeholders to ensure alignment with organisational and stakeholder expectations.

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 350 progressing on site, and we aim to have up to 1800 homes in management by March 2032. 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:

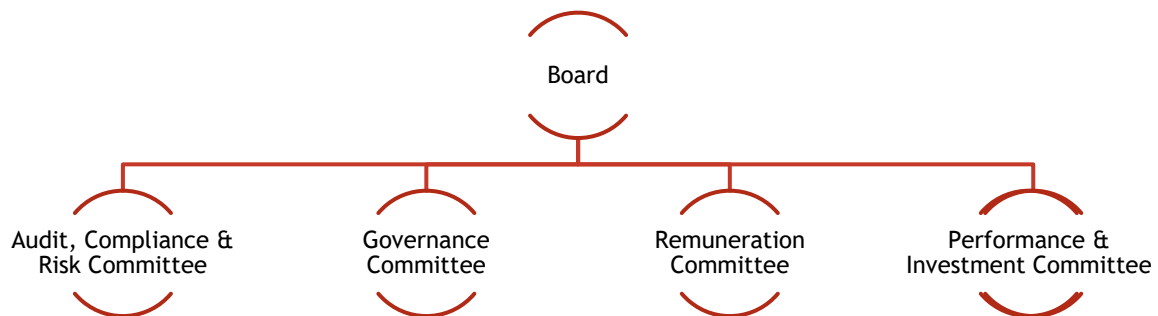
Progressive	<i>Forward thinking, supporting change and transformational</i>
Respect	<i>Treat everyone with dignity and esteem</i>
Integrity	<i>Maintain the highest professional and personal standards</i>
Diversity and Equality	<i>Value diversity and equality in everything we do</i>
Excellence	<i>Strive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

Our Governance & Senior Executive Structure

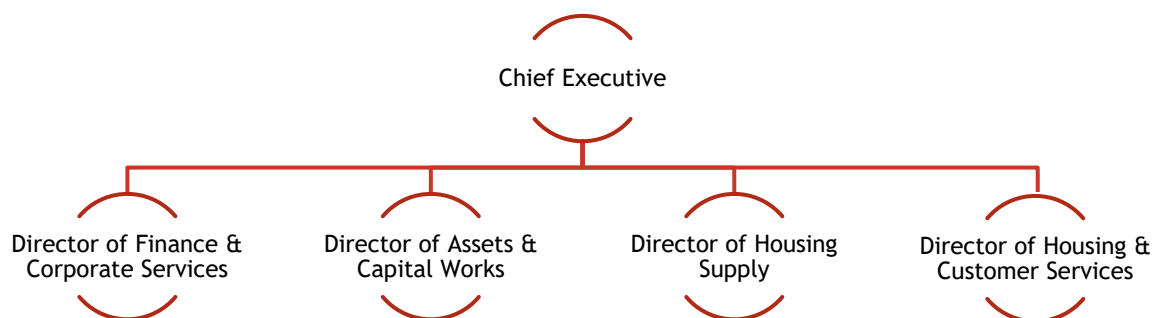
Ark Housing Association is governed by a voluntary Board and its Committees whose role is to lead, direct, and control the work of the Association. The Board ensures the delivery of the organisation's agreed strategic objectives and corporate plans within the framework of statutory and regulatory compliance.

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

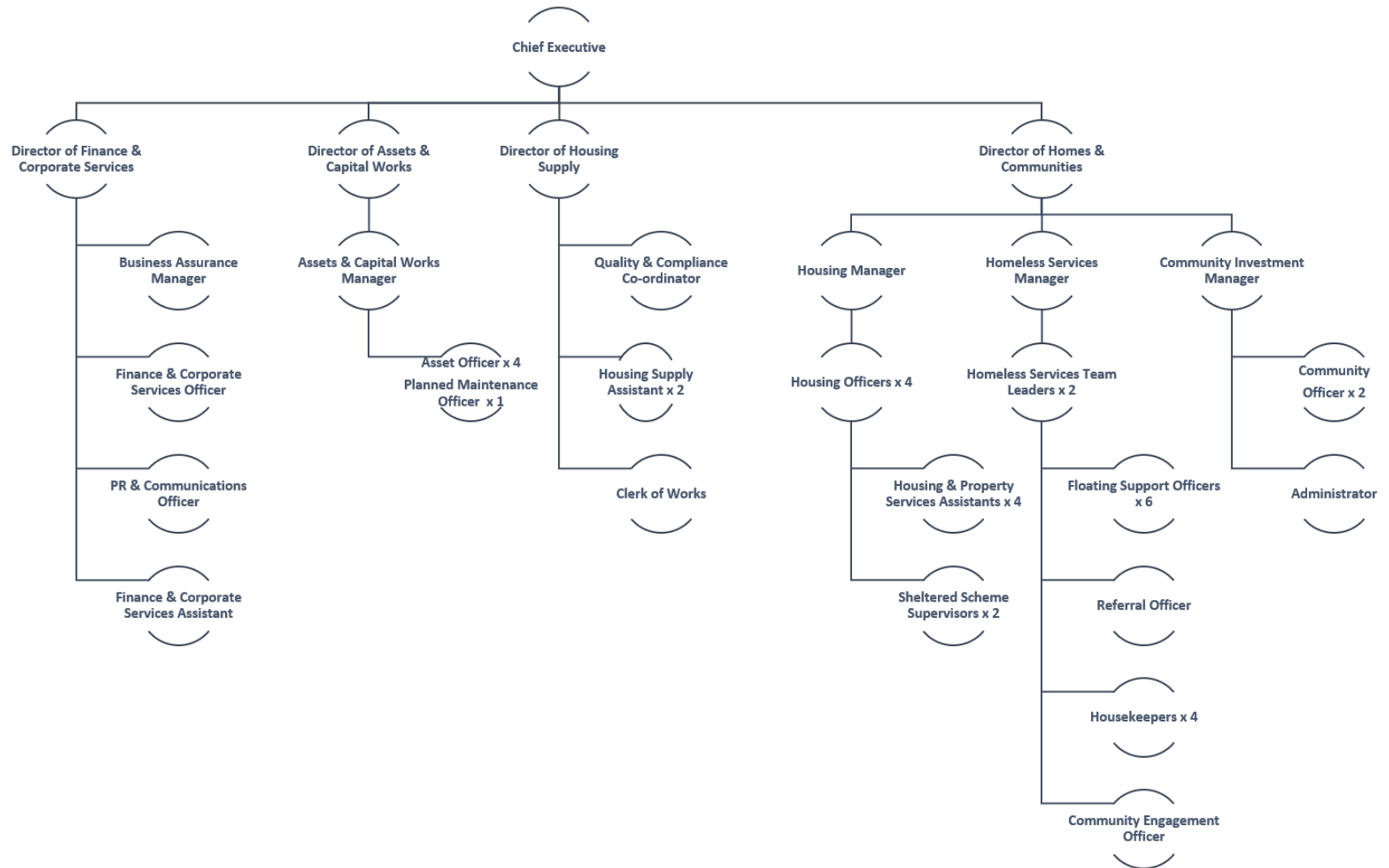
Board & Committee Structure



Senior Executive Team Structure



Operational Staff Structure



What we are looking for, and what we offer in return:

The successful candidate should have:

- A minimum of two years' experience in a similar role;
- A post graduate degree in a relevant subject e.g built environment;
- Hold a current valid driving licence and have access to the use of a motor vehicle;
- Excellent IT literacy with extensive experience in the use of a wide range of Microsoft Office products.

What we can offer you:

- Salary Range: £35,959 to £40,424;
- Defined Benefit Pension (NILGOSC) (Employer contribution 15.5%);
- An essential car user allowance of £1,239 per annum and mileage allowance of £0.55p;
- 22 days annual leave moving to 27 after 5 years' service and 32 days after 10 years' service;
- 13 statutory & customary holidays per annum;
- A range of excellent work and family friendly policies;
- Remote working policy;
- Occupation Sick Pay Scheme: Up to a maximum of 3 months full pay and 3 months half pay, dependant on length of service;
- Access to Electric Vehicle Salary Sacrifice Scheme;
- EV Charging Facilities at Head Office with on-site Car Parking;
- Membership of the Association's Private Health Insurance Plan;

JOB DESCRIPTION

JOB TITLE:	Planned Maintenance Officer
LOCATION:	Head Office, Belfast
ACCOUNTABLE TO:	Director of Assets and Capital Works
REPORTING TO:	Assets and Capital Works Manager

JOB PURPOSE:

To manage and deliver the Association's Stock Investment Programme in accordance with stakeholder expectations and regulatory and statutory compliance.

To manage and deliver the Association's disabled adaptations programme in accordance with stakeholder expectations and regulatory and statutory compliance.

To ensure that the property information database held by the Association is robust and well maintained to enable data driven improvement and investment decisions.

To contribute to the development of the Association's medium and long term stock investment plans.

MAIN TASKS:

To manage and deliver the Association's Stock Investment Programme in accordance with stakeholder expectations and regulatory and statutory compliance. This includes, but is not limited to, the following core activities:

- Undertaking stock condition surveys and producing reports;
- Maintaining the Association's property / asset database;
- Managing appointed consultants, design teams and contractors to ensure the delivery of all programmes on time and budget;
- Managing all granted funded Disabled Adaptations works in accordance with policy;
- Undertake all assigned procurements in accordance with policy;

SURVEYING AND REPORTING

- To design and implement a cyclical programme of stock conditions surveys to ensure that the association has a robust set of data with which to inform future investment decisions and to identify key risks;
- To inform and to participate in, discussions and planning for future planned maintenance programmes;
- To assist in the development and implementation of a sustainability strategy to remodel and retrofit existing stock to achieve carbon reduction or net zero carbon emissions;

- To keep under review the programme of Energy Performance Certificates making preparing costed recommendations on an ad hoc and programmed basis for improvement as required;
- Prepare management reports for legal and insurance purposes;
- Ensure consultation is undertaken with all stakeholders including tenants and community representatives in respect to plans or projects that may affect them;
- To provide technical advice to all staff and tenants as required;
- To prepare and, if requested, present reports for the Board, Committees and Senior Management Team.

PROJECT MANAGEMENT

- To act as the operational lead officer in the delivery of the Association's Stock Investment Programmes to time, quality, and budget targets and with minimum supervision;
- Liaise with lead consultants, staff and others as required to ensure adequate monitoring of scheme progress, costs, supervision, and quality standards;
- To ensure compliance with quality standards, Health and Safety and Building Regulations;
- To assess risks and progress schemes systemically to overcome risks;
- Attend site meetings, performance reviews and liaise with all others as required, including statutory and regulatory authorities, to ensure delivery of the Association's programmes;
- Attend site meetings, consultant performance reviews and any other meetings as required;

DISABILITY ADAPTATIONS

- Liaise with lead consultants, Health & Social Services, Building Control, DfC and others in the scoping and delivery of disabled adaptation requests;
- Ensure that instructed works have fully comply with CDM (NI) 2016 and all other statutory and regulatory requirements;
- To ensure that all requests for adaptations are processed in accordance with the policies and procedures of the Association and in line with Department for Communities requirements;
- To ensure that all adaptations are carried out within the standards set by the Association and compile reports, statistical information and complete returns as required;
- To assist the Assets and Capital Works Manager to prepare project approval applications and grant claims.

PROCUREMENT

- Advise on and participate in departmental procurement exercises as required;
- Manage and participate in the appraisal of consultant & contractor performance.

QUALITY AND STATUTORY & REGULATORY COMPLIANCE

- Ensure all approvals, statutory and otherwise, are made in advance and recorded within the housing management software for issued works;
- Undertake quality inspections of works as required;
- To correlate and produce performance data and ensure systems and processes used are accurate and auditable;
- 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.

CUSTOMER SERVICES

- To assist in the process of customer complaints where they relate to your areas of work;
- To undertake tenant engagement during development and delivery of programmes of work;
- To undertake satisfaction surveys on completed projects and all adaptations.

FINANCIAL CONTROL

- To assist the Assets and Capital Works Manager in processing invoices ready to be passed on to the finance team for payment;
- To undertake site inspections in order to verify valuation submissions are priced in accordance with contract requirements and payments are made in accordance with procedures;
- To ensure that all financial management procedures are adhered to in accordance with the Association's procedures.

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

Because of the nature of this position, you will be frequently required to work away from your normal base to other locations. You may on occasion be required to attend work outside normal office hours.

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.

Assets Officer (Personnel Specification)

Qualifications	Essential	Desirable
A post graduate degree in a relevant subject e.g built environment;	E	
A current CSR card		D
Membership of a professional body (i.e. RICS, CIOB etc.)		D
Experience	Essential	Desirable
Candidates must demonstrate a minimum of two years' experience in a similar role	E	
Knowledge	Essential	Desirable
Knowledge of residential construction	E	
Working knowledge of the NEC suite of Contracts	E	
Knowledge of sustainability and environmental issues in existing buildings	E	
Knowledge of retrofitting existing buildings		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	
High level of accuracy and attention to detail.	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 4pm **Friday 17th July 2026**. Applications should be sent by email to: 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 20th July 2026 with successful applicants invited for interview thereafter. 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

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.

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.