

CANDIDATE BRIEFING **PACK**

BUSINESS ASSURANCE MANAGER

Making A Positive Difference By
Empowering People And Communities

If you require this information booklet in an alternative format please contact John McVey, Director of Finance & Corporate Services Officer at john.mcvey@arkhousing.co.uk or on 02890 752310.

A Message from the Director of Finance & Corporate Services

Dear Candidate,

Thank you for your interest in joining Ark Housing Association as our new Business Assurance Manager.

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 the Business Assurance Manager at Ark Housing, you will play a pivotal role in managing and delivering high-quality, efficient, and effective corporate and business assurance services. Reporting to the Director of Finance & Corporate Services, you will work closely with the leadership team to ensure alignment with stakeholder 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.

A handwritten signature in blue ink, appearing to read 'J. Mcvey', with a long horizontal flourish extending to the left.

JOHN MCVEY
DIRECTOR OF FINANCE & CORPORATE SERVICES

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 approximately 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:

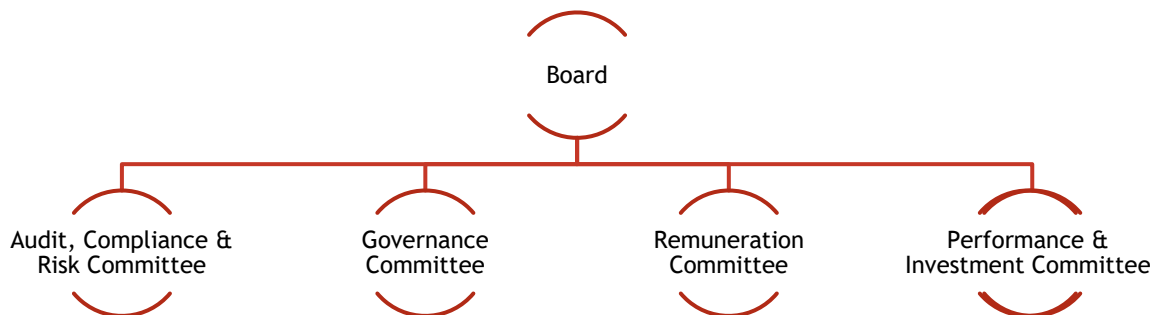
Progressive	<i>Forward thinking, supporting change and transformational</i>
Respect	<i>Treat everyone with dignity and esteem</i>
Integrity	<i>Maintain the highest professional and personal standards</i>
Diversity and Equality	<i>Value diversity and equality in everything we do</i>
Excellence	<i>Strive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

Our Governance & Senior Executive Structure

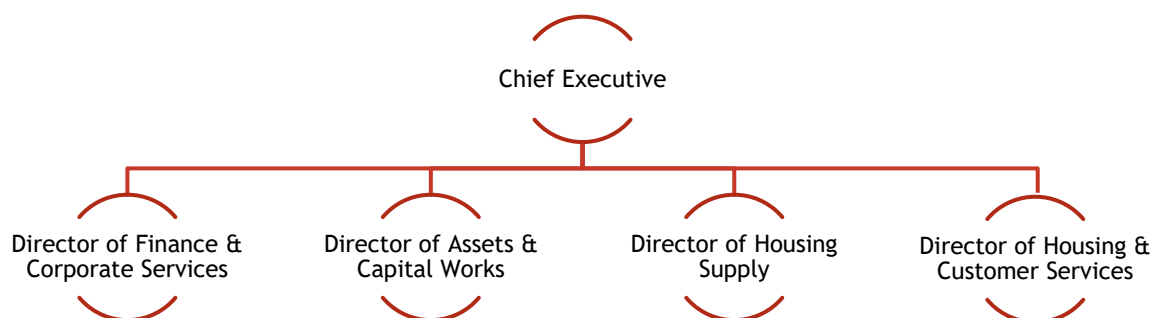
Ark Housing Association is governed by a voluntary Board and its Committees whose role is to lead, direct, and control the work of the Association. The Board ensures the delivery of the organisation's agreed strategic objectives and corporate plans within the framework of statutory and regulatory compliance.

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

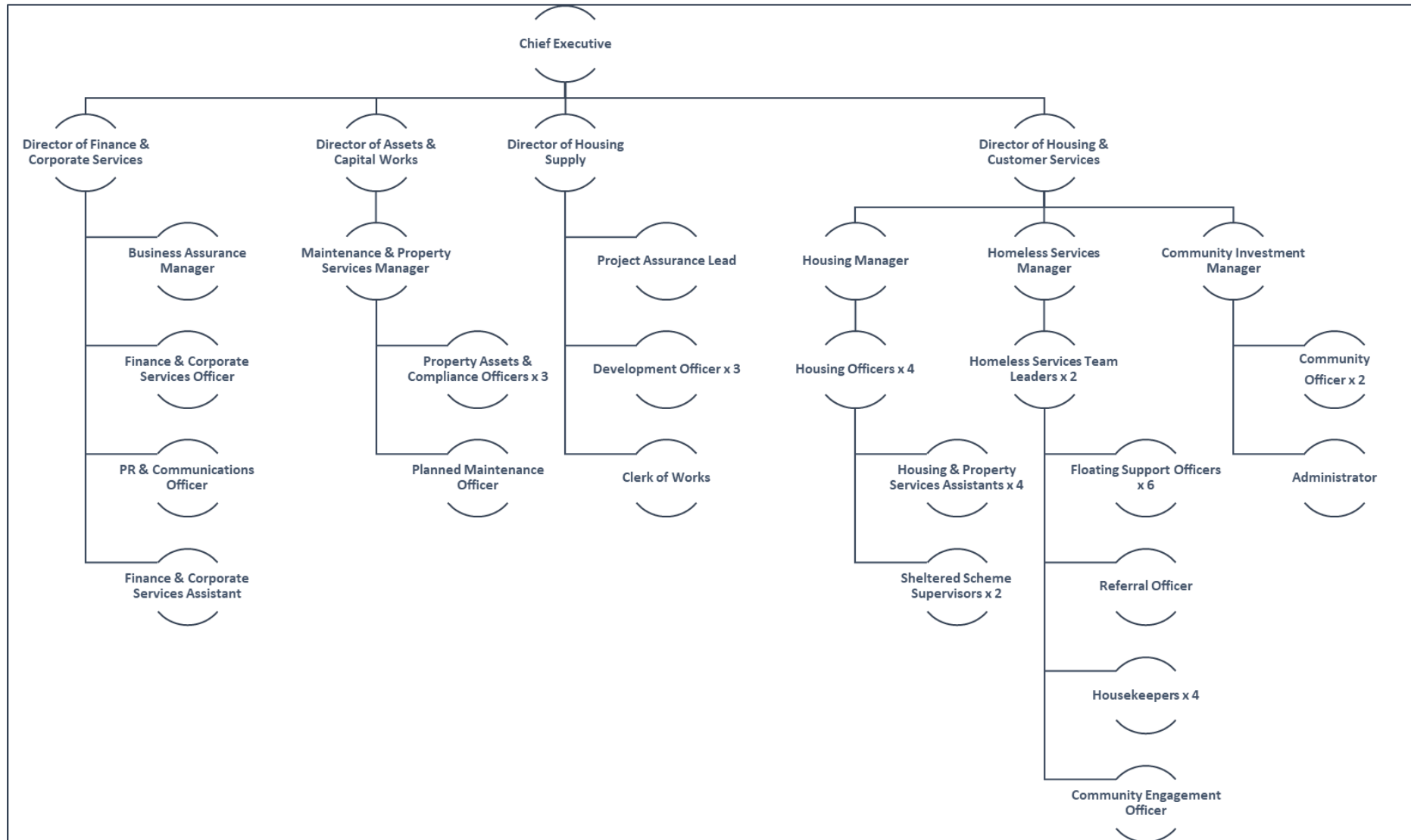
Board & Committee Structure



Senior Executive Team Structure



Operational Staff Structure



About The Role

As Business Assurance Manager, reporting to the Director of Finance & Corporate Services, you will be responsible for managing the day-to-day provision of all corporate & business assurance services to the Association:

Core Areas of Responsibility

1. General Business Administration & Management
2. Governance Administration & Management
3. Corporate & Business Assurance
4. Data Protection
5. Equality & Diversity
6. Leadership and Management

Qualifications, Skills & Experience

- Degree-level qualification in a relevant business discipline (e.g., Business Administration, Governance, Compliance, Finance, Risk Management, Auditing).
- A minimum of three years' experience in a management / supervisory role.
- At least one years' experience delivering a range of Corporate Services & Business Assurance activities.

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:	£43,981.19 to £50,966.59 depending on experience
Pension:	NILGOSC contributory pension scheme (Employer contribution is currently 19%).
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).
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

Job Title: Business Assurance Manager

Reporting To: Director of Finance & Corporate Services (DFCS)

Main Purpose of Role

To deliver, manage and maintain, high-quality corporate, business assurance, and business administration services and systems in accordance with best practise and legal and regulatory requirements.

To work closely with the Board, Chief Executive, and Senior Management Team as required across a range of key business areas.

Core Areas of Responsibility

1. General Business Administration & Management
2. Governance Administration & Management
3. Corporate & Business Assurance
4. Data Protection
5. Equality & Diversity
6. Leadership and Management

Core Areas of Responsibility

1. General Business Administration & Management

- To oversee and manage the organisation's central filing and data storage system ensuring compliance with data protection and data retention and handling requirements.
- To oversee the procurement, administration, and management of all designated corporate and business related external contractual services, including but not limited to ICT; HR; Internal Audit; Telecommunications; and Office Equipment & Associated Supplies and to ensure that these contracts are managed in accordance with Procurement requirements.
- To maintain centralised business registers (e.g contract register; policy register; internal audit recommendations register and others) as required and in accordance with policy.
- To design, maintain, and ensure the implementation of, compliant organisational wide practises and processes in relation to the appointment, on-boarding, and induction of new employees.
- To oversee all recruitment processes within the organisation.
- To oversee Human Resources function in consultation with our external HR advisors.

2. Governance Administration & Management

- In consultation with the Chief Executive and / or Director of Finance & Corporate Services, assist in the preparation and provision of high-quality administrative services to the Board and its Committees, including but not limited to, meeting and agenda preparation in accordance with reporting requirements; minute-taking; management of the governance SharePoint site; documenting and organising Board member training events; recording attendances and administering annual reviews.

3. Corporate & Business Assurance

- To develop an annual corporate training plan (and implement) for the organisation, ensuring that all employee's receive core corporate training on key areas such as HR, Equality, and Health & Safety, and to identify gaps in such training, and to maintain records of training delivered in accordance with legal and regulatory requirements.
- In consultation with the Chief Executive and / or the Director of Finance & Corporate Services, lead on the implementation of the agreed Internal Audit Programme, acting as the key point of contact with the Internal Auditor, and managing and monitoring the delivery of all Internal Audit recommendations.
- To develop and implement an internal quality assurance programme in respect to policy compliance across a range of business areas and as guided by business need.
- To maintain reports that track quarterly progress against business plan objectives and core KPIs, and to test data on an ongoing basis for accuracy.
- To lead any agreed organisational initiative to attain quality assurance accreditations.
- In consultation with the Chief Executive and / or the Director of Finance & Corporate Services, lead on the collation of the Regulatory Standards Annual Return to the Department for Communities.
- To ensure that all reports produced and intended for publication are made available as required through the appropriate channels and in conjunction with the PR & Comms Officer.
- To participate in sector-wide benchmarking exercises as required from time to time.
- To act as the Association's Complaint's Officer in respect to the investigation, handling, processing and reporting of all complaints received.
- To ensure all relevant policies (Corporate, HR, Health & Safety, and Governance) are reviewed from time to time and maintained and implemented in accordance with developing legislative or regulatory changes.
- To manage and maintain the organisation's Corporate & Operational Risk Register in accordance with the associated policy and Board reporting requirements and in consultation with the Chief Executive and Senior Management Team.
- To manage, maintain, review, and periodically test the organisation's business continuity and recovery policies and strategies.

4. Data Protection

- To ensure organisational-wide compliance with data protection legislation and policy requirements through the design and implementation of robust systems of assurance and control.
- To lead on the review, development, and maintenance of data protection policies, and procedures.
- To conduct regular data protection audits and risk assessments for compliance monitoring and service improvement purposes.
- To undertake Data Privacy Impact Assessments (DPIAs) for new projects.
- To manage and record all Data Subject Requests in line with statutory requirements.
- To coordinate responses to data breaches and security incidents.
- To deliver training and internal awareness programmes on data protection best practices and policy.

5. Equality & Diversity

- To develop, review, and implement the organisation's Equality Scheme and Disability Action Plan.
- To ensure compliance with relevant equality legislation and best practices.
- To lead on all internal and external equality and disability-related complaints.
- To ensure compliance with all reporting requirements, including the delivery of the annual report to the Northern Ireland Equality Commission.
- To ensure the delivery of all training requirements for all staff in respect to equality, diversity, and inclusion.

6. Leadership & Management

- To uphold and promote the organisation's mission, vision, and values.
- To manage, support and supervise, direct line employee reports.
- To represent the organisation at external events, meetings, forums, and conferences.
- To conduct staff performance reviews and provide professional development guidance.
- To ensure adherence to Health & Safety regulations and internal policies.
- To organise corporate events, conferences, and stakeholder functions as required.
- To always maintain confidentiality.

Note: This job description provides an overview of responsibilities and is not exhaustive. The successful candidate may be required to perform additional duties as directed.

Business Assurance Manager (Personnel Specification)

Qualifications	Essential	Desirable
Degree-level qualification in a relevant business discipline (e.g., Business Administration, Governance, Compliance, Finance, Risk Management, Auditing).	E	
Membership of a Relevant professional body (e.g., ICSA, CGI)		D
Relevant Certificate in Data Protection (e.g., BCS Practitioner Certificate, C-DPO, PDP Practitioner Certificate)		D
Leadership & Management Qualification Level 5		D
Experience	Essential	Desirable
Candidates must demonstrate a minimum of three years' relevant experience, in the most recent five years, in a similar role to include at least three of the core areas of responsibility as set out in the job description	E	
<i>Experience in implementing quality management standards (e.g., ISO)</i>		D
Experience in business improvement frameworks and internal auditing		D
Experience in the social housing / public sector in NI		D
Knowledge	Essential	Desirable
Strong understanding of governance frameworks and corporate compliance requirements	E	
Working knowledge of Data Protection legislation, policy & best practise as it applies to Northern Ireland and corporate bodies.	E	

Skills & Abilities	Essential	Desirable
Excellent level of IT literacy with extensive experience in the use of a wide range of Microsoft Office products.	E	
Strong presentational and report writing skills	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 occasional travel.		D

Selection Timetable

The closing date for completed applications is **12noon on Friday 17th October 2025**. 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 October 2025 with successful applicants invited for interview week commencing 10 November 2025 (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 endeavour 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.