**The following posts ARE currently being advertised by the Northern Ireland housing executive.**

**Further details may be obtained on the NIHE website @:** <http://www.nihe.gov.uk/index/services/jobs.htm>

| **Reference** | **Vacancy** | **Closing date** | **Description** |
| --- | --- | --- | --- |
| 2023-49 | Accounts Officer | 4.30pm on 30 March 2023 | Salary: £21,968 - £28,370 per annum. We also have an excellent pension scheme with an employer contribution of 19.5%.The primary role of the Accounts Officer is, as part of a specialist team working in designated geographical areas, to provide administrative and investigatory role with regard to a range of accounts including: current tenancies, possession use and occupation, former tenant debt and legal costs as allocated by the Line Manager, in line with agreed Income Collection Unit/Designated Business Unit responsibilities.​​​​​​​**The essential criteria are detailed in the Candidate Information Pack.**Candidates must have:* 1. i) Hold a BTEC Higher or equivalent qualification plus one year’s relevant general administrative experience\*.

Or* ii) Hold a BTEC National or equivalent qualification plus two years' relevant general administrative experience\*.

Or* iii) Exceptionally, candidates not holding the above level of qualification but with three years' relevant general administrative experience, may also be considered. (Please include dates)

\*General administrative experience must be within an office based environment and include either investigatory responsibility, or customer care responsibility or experience in the use and maintenance of information systems.2. Candidates must demonstate their relevant experience, for the number of years required depending on their level of qualification, in at least 3 of the following:* i) DECISION-MAKING: Interpreting relevant policy and statutory requirements to make appropriate decisions to meet the needs of customers and the business
* 2. ii) TEAMWORKING: Working across units as an effective team member to support the achievement of shared outcomes
* 2. iii) PRIORITISATION: Successfully managing and prioritising a challenging workload with a wide range of responsibilities
* 2. iv) NEGOTIATION & COMMUNICATION: Effectively communicating as a representative of your organisation with both customers and stakeholders
* 2. v) CUSTOMER INSIGHT/PROBLEM-SOLVING: Effectively analysing information to gain insight into customer needs and delivering practical solutions
* 3. Possess a current driving licence or have access to a form of transport that enables them to meet the requirements of the post in full including with reasonable travel timeframes.

All candidates must maintain confidentiality during the process - you must not disclose the content of any stage of the selection process with anyone else while the process is live.Any breach of confidentiality during the process may result in your application being withdrawn. \* * I confirm I understand I must keep all stages of the process confidential
* I confirm I will not discuss the process with anyone else while the process is live

Please select your preferred location/s: \* * Belfast
* Ballymena

Further information, including detailed job requirements and application form, is available from our [website](https://nihe.erecruit.co.uk/erecruit/job/details.do;jsessionid=A1A8C6DFBF07112E0AFC8BA23EDA85A2?jobId=1063) or by:Telephone: 03448 920900Email: recruit@nihe.gov.uk |
| 2023-50 | Concierge Services and Tower Blocks Manager | 4.30pm on 30 March 2023 | Salary: £31,099 - £38,295 per annum. We also have an excellent pension scheme with an employer contribution of 19.5%.The Concierge Services and Tower Blocks Manager will carry out duties necessary for the effective leadership, management and support of concierges and office-based staff involved in the delivery of services in our 9 multi-blocks in Mount Vernon and the New Lodge.The post-holder will primarily work from an on-site office but will also be required at times to work within the Area Office as he/she will undertake other relevant duties for effective staff and office management and to provide support to Team Leaders in carrying out their roles.The Concierge Services and Tower Blocks Manager will report directly to the Area Housing Manager on all aspects of the post.**The essential criteria are detailed in the Candidate Information Pack.**Candidates must meet of the following requirements* 1. i) Possess a degree or equivalent Level 6 professional qualification and demonstrate at least 2 years’ relevant experience

OR* ii) Hold a BTEC or equivalent Level 5 qualification and demonstrate at least 3 years’ relevant experience

OR* iii) Can demonstrate equivalent continuing professional development of experiential learning and demonstrate at least 4 years’ relevant experience (Please include dates)

Relevancy will be determined with due regard to the duties and level of responsibilities set out in the job description for this role.2. Candidates must demonstrate relevant experience for the number of years required, depending on their level of qualification, by reference to at least 3 of the following areas:* A) Experience of leading, managing and supporting a team to build the skills and confidence in others for them to provide a high quality service to customers.
* 2. B) An understanding of Housing Executive health and safety /risk management policies and procedures and experience of applying these in the workplace.
* 2. C) Working effectively with a range of internal departments and external partners as either a member or preferably as a leader of a team to achieve a shared outcome. Representing the Housing Executive at external meetings with community and elected representatives.
* 2. D) Effective analysis and management of complex information in order to resolve issues such as non-occupation, ASB and staff performance.
* 2. E) Interpreting relevant policy and statutory requirements to ensure staff take the appropriate decisions to meet the needs of customers.
* 3. Possess a current driving licence or have access to a form of transport that enables them to meet the requirements of the post in full.

Further information, including detailed job requirements and application form, is available from our [website](https://nihe.erecruit.co.uk/erecruit/job/details.do;jsessionid=A1A8C6DFBF07112E0AFC8BA23EDA85A2?jobId=1058) or by:Telephone: 03448 920900Email: recruit@nihe.gov.uk |