**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** |
| --- | --- | --- | --- |
| 2024-202 | Cost Manager, Project Delivery | 4.30pm on 28 November 2024 | Salary: £42,403 - £48,474 annum. We also have an excellent pension scheme with an employer contribution of 19%.Ensuring the effective commercial management of NIHE's assets, of high quality Planned Works and Compliance related investment to regions within the relevant area of operation. Ensuring that the investment is planned effectively to maximise efficiencies, is affordable, matches NIHE's investment standards, is delivered to a high standard with minimal defects, and a high level of customer satisfaction is achieved.This is a senior professional post within Project Delivery. As such, the duties and responsibilities will be required to cross professional boundaries in supporting the regional teams and the central senior management team. The Post Holder will also deputise for the Senior Contract and Performance Manager (Planned & Cost Management) when required.**The essential criteria are detailed in the Candidate Information Pack.**Candidates must meet the following requirements: * 1. i) A Bachelor’s Degree (or equivalent level 6 qualification) in a relevant Building/Construction Discipline PLUS at least 3 years’ relevant post-qualification experience

OR* ii) A BTEC Higher (or equivalent level 5 qualification) PLUS at least 5 years’ relevant post-qualification experience

(Please include dates to demonstrate the number of years' experience required according to your qualification level)2. Demonstrate significant relevant experience in 4 of the following 7 areas:* A) Demonstrable commercial knowledge in the planning and delivery of investment programmes
* B) Responsibility for ensuring financial controls and governance procedures are in place
* C) Experience of construction contracts and their effective administration, commercial understanding of value for money drivers in construction, inclusive of working knowledge of NEC suite of contracts
* D) The collection, analysis and reporting of financial monitoring statistics, cost data and related information if required, inclusive of benchmarking
* E) The provision of technical advice and guidance on planned maintenance and contract related matters to a range of stakeholders
* F) Implementation of policies, processes and procedures for compliance and governance
* G) Working in an environment that is governed through the management and application of construction industry contracts for works or services in the social housing sector, including performance management

3. Candidates must 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 \* * Yes
* No

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 |
| 2024-226 | IT Service Delivery Lead | 4.30pm on 28 November 2024 | Salary: £34,834 - £40,221 per annum. We also have an excellent pension scheme with an employer contribution of 19%.Reporting to the IT Service Manager, the Service Delivery Lead will assist the IT Service manager to deliver best in class IT Service within a dynamic IT Department.**The essential criteria are detailed in the Candidate Information Pack.**Candidates must meet the following requirements: * 1. Can demonstrate at least 2 years’ relevant experience within the last 4 years working in an IT Service Delivery role. (Please include dates)
* 2. Demonstrate strong knowledge of ITIL processes including Incident, Problem, Change, Service Level Agreements, Service Level Reporting.
* 3. Can demonstrate experience of managing a team including planning, prioritising and managing resources within a collaborative team-based environment.
* 4. Excellent troubleshooting skills.
* 5. A strong focus on customer service and a history of excellent client relations.
* 6. Ability to build strong relationships with suppliers and the business.

Desirable Criteria* 1. Possess a relevant HND or equivalent in an ICT qualification

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| 2024-227 | IT Service Desk Team Lead | 4.30pm on 28 November 2024 | Salary: £34,834 - £40,221 per annum. We also have an excellent pension scheme with an employer contribution of 19%.The IT Service Desk Team Lead will assist the IT Service Manager in ensuring that IT Service management processes are aligned with the IT service requirements of the organisation.**The essential criteria are detailed in the Candidate Information Pack.**Candidates must meet the following requirements: * 1. Can demonstrate at least 2 years’ relevant experience within the last 4 years working in an IT Service Desk environment. (Please include dates)

2. Demonstrate their experience of the following management lifecycles.* i) Incident Management
* ii) Service Request Management
* iii) SLA Management
* iv) IT Service reporting
* 3. Can demonstrate experience of managing a team including planning, prioritising and managing resources within a collaborative team-based environment.
* 4. Excellent troubleshooting skills.
* 5. A strong focus on customer service and a history of excellent client relations.
* 6. Ability to build strong relationships with suppliers and the business.

Desirable Criteria* 1. Possess a relevant HND or equivalent in an ICT qualification

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| 2024-206 | Housing Advisor / Patch Manager | 4.30pm on 28 November 2024 | Salary; £30,296 - £33,945 per annum. We also have an excellent pension scheme with an employer contribution of 19%.Housing AdvisorTo provide housing advice and assistance to people, who often have complex needs or are facing difficult circumstances with a focus on preventing homelessness.Patch ManagerTo provide a customer focussed housing management service within a designated neighbourhood or geographical area.**The essential criteria are detailed in the Candidate Information Pack.**Candidates must meet the following requirements: 1. Either:* i) Hold a degree (Level 6\*) or equivalent and a minimum of 1 years relevant experience in a customer support environment. (Please include dates)

OR* ii) Hold a BTEC Higher Cert/Diploma (Level 5\*) qualification in Housing and a minimum of 1 years relevant experience in a customer support environment. (Please include dates)

OR* iii) Hold a BTEC Higher Cert/Diploma (Level 5\*) or equivalent and a minimum of 2 years relevant experience in a customer support environment (Please include dates)

OR* iv) Can demonstrate equivalent continuing professional development or experiential learning and at least 3 years relevant experience in a customer support environment. (Please include dates)

\*Refer to Qualifications Framework for equivalencies* 2. A) Ability to work effectively with partners and develop professional relationships & networks across a wide range of services
* B) Good problem solving skills; taking a pragmatic approach to understand and solve complex issues

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.* Yes
* No

Please select your preferred location/sPlease note Belfast Region includes the following; Housing Centre Adelaide Street, Dairy Farm local office, Dundonald local office, Lisburn Antrim Street local office and Shankill local office.Candidates cannot add further locations after the closing date. \* * BELFAST REGION
* SOUTH REGION Ards and North Down Area
* SOUTH REGION South Down Area – Downpatrick
* SOUTH REGION South Down Area – Newry
* SOUTH REGION South Area
* SOUTH REGION South West Area – Fermanagh
* SOUTH REGION South West Area – Omagh
* SOUTH REGION Mid Ulster Area
* NORTH REGION South Antrim Area
* NORTH REGION Mid and East Antrim Area
* NORTH REGION Causeway Area
* NORTH REGION West Area

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

Desirable Criteria* 1. Demonstrate ability to make effective decisions on complex issues supported by knowledge, experience and appropriate policy and guidelines .

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| **Reference** | **Vacancy** | **Closing date** | **Description** |
| 2024-225 | IT Service Desk Analyst | 4.30pm on 28 November 2024 | Salary: £30,296-£33,945 per annum. We also have an excellent pension scheme with an employer contribution of 19%.The IT Service Desk Analyst will assist the IT Service desk Team Lead in ensuring that IT Service management processes are aligned with the IT service requirements of the organisation.**The essential criteria are detailed in the Candidate Information Pack.**Candidates must meet the following requirements: * 1. Can demonstrate at least 2 years’ relevant experience within the last 4 years working in an IT Service Desk environment. (Please include dates)
* 2. Demonstrate their experience of the following management lifecycles.
* i) Incident Management
* ii) Service Request Management
* iii) SLA Management
* 3. Excellent troubleshooting skills.
* 4. A strong focus on customer service and a history of excellent client relations.
* 5. Ability to build strong relationships with customers and colleagues.

Desirable Criteria* 1. Possess a relevant HND or equivalent in an ICT qualification

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 |