



Supporting BAME communities to thrive

**SENIOR  
SUPPORTED  
HOUSING  
OFFICER**

**CANDIDATE  
INFORMATION PACK**

# Candidate Information Pack

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© Nehemiah Housing Ltd  
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# Table of Contents

Letter to Applicants

Section 1 - Our Organisation

- Mission, Vision and Values
- Organisation Chart

Section 2 - The Vacancy

Section 3 - Job Description & Person Specification

Section 4 - Summary of Employment Terms

Section 5 - The Selection & Induction Process

*Dear Applicant*

Thank you for your interest in our Senior Supported Housing Officer vacancy.

The recruitment pack includes some important information to assist you so that you can submit your CV as required for consideration.

The selection process will consist of a two stages the final of which will be a formal panel interview to assess your supported housing management experience.

Nehemiah Housing Association looks forward to receiving your completed application form and welcoming you to and what we trust will be the beginning of a wonderful opportunity.

Yours sincerely

*Janet Dubidat*

**Janet Dubidat**  
Head of Governance & Company Secretary

## Mission, Vision, Values Statement and Business Objectives

<p><b>VISION</b></p> <p>Our vision is to be the leading independent BAME housing provider in the UK delivering a range of services which are unsurpassed in the community</p>	<p><b>Values</b></p> <ul style="list-style-type: none"><li>• <b>PASSIONATE</b> - we are <b>passionate</b> about empowering people to build communities alongside homes</li><li>• <b>DIVERSITY</b> - we believe <b>diversity</b> is a strength in every aspect of our work and the communities around us</li><li>• <b>INTEGRITY</b> - we act with <b>integrity</b> in all that we do even when that is not the easy option</li><li>• <b>SUSTAINABLE</b> - we believe our actions and their impact must always be <b>sustainable</b></li></ul>
<p><b>MISSION</b></p> <p>Our mission is to build successful, sustainable and diverse communities by providing housing and well-being services in a culturally sensitive way to our current and our future customers.</p>	<p><b>Business Objectives</b></p> <ol style="list-style-type: none"><li>1. To be effective and grow</li><li>2. Deliver excellent services</li><li>3. Be open, transparent and accountable in governance and risk management</li><li>4. Deliver Social investment through monitoring our environmental, economic and social impact</li><li>5. People Development &amp; Well-Being</li></ol>

Nehemiah Housing is a progressive housing association formed by the merger of Nehemiah Housing Association and United Churches Housing Association in 2007. The organisation has a portfolio of 1235 properties in ownership and management serving the multicultural African Caribbean, Asian and European communities within the West Midlands. The Association provides homes for single people, families, couples and older persons in Birmingham, Coventry, Dudley, Sandwell, Walsall and Wolverhampton.

As a landlord, we pride ourselves on being accountable and accessible to the communities we serve. As a Support Provider, we assist people to obtain and maintain tenancies, and make a major contribution in the prevention of homelessness.

We have responded to the needs of our tenants, by providing large homes for those with extended families, specially designed homes for people with disabilities or specific religious/cultural needs, and energy efficient homes to minimise the impact of fuel poverty.

Nehemiah is committed to serving the community and aims to build it into a thriving social unit in which people of all ethnic backgrounds feel at home and valued. The provision of good, affordable housing is the platform from which the Association has committed itself to the community at large, conveying the idea of value and a sense of caring.

### **How we are structured**

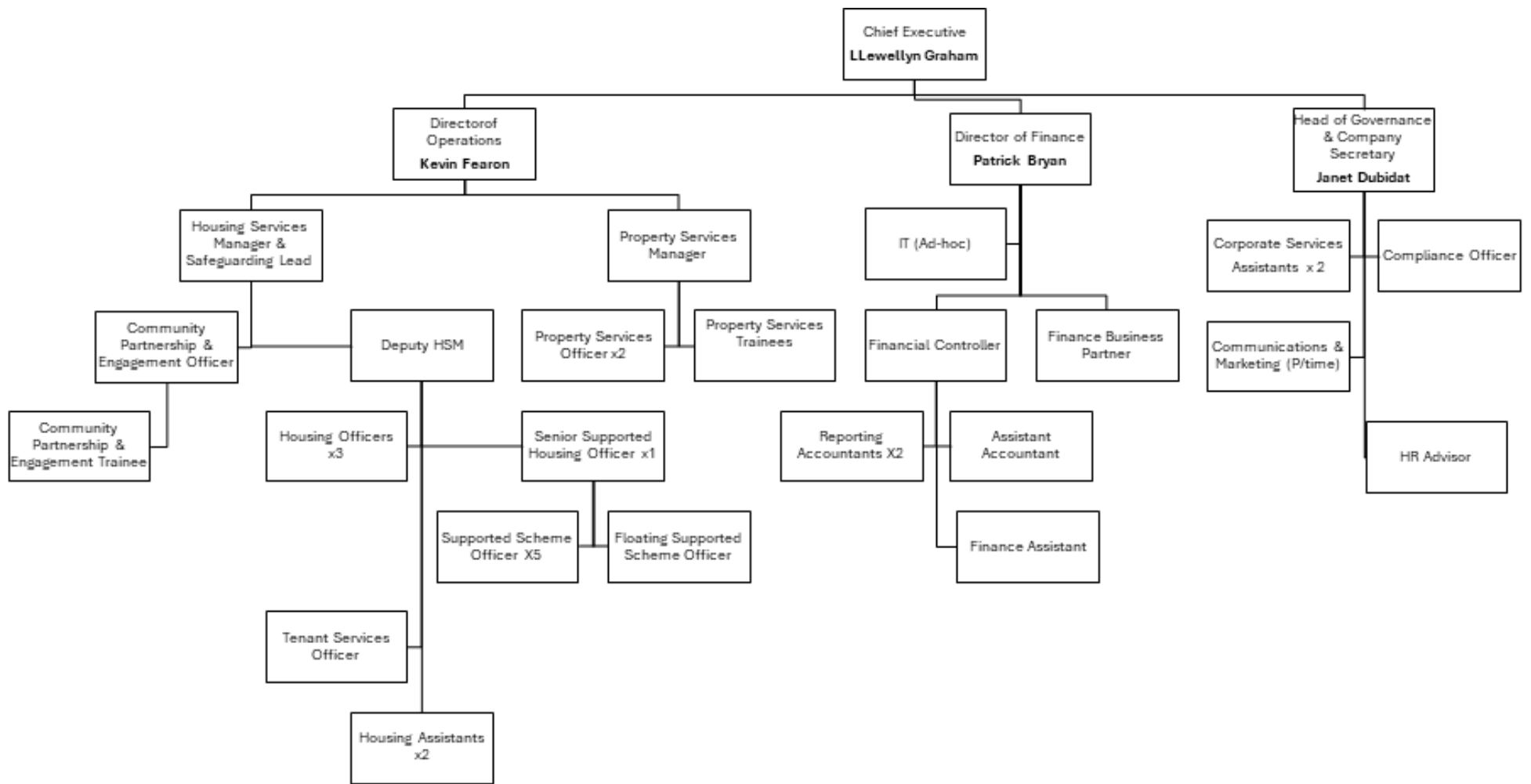
The Association is governed by a board of paid members who delegate responsibility for day-to-day work to be undertaken by committees and staff. Presently there are four committees: Audit and Risk, Operations and Remunerations and Nominations and the Executive Team

The organisation chart attached details the current staffing levels.

### **The Operations Team**

The work with the Operations Team is to provide a comprehensive customer focused service to the highest possible standard, including lettings, arrears and ASB management, responsive repairs, voids, and ensuring that the Association's properties are maintained to the highest possible standard, in line with customers' expectations.

For further information please contact Janet Dubidat on 0121 358 8024, see our website at [www.nehemiah.co.uk](http://www.nehemiah.co.uk) or email : [recruitment@nehemiah.co.uk](mailto:recruitment@nehemiah.co.uk);



## Section 2 – The Vacancy

### **Senior Supported Housing Officer** **Salary: £38,889.77 per annum** **Plus Essential Car User Allowance**

Nehemiah is a BAME Housing Association providing affordable housing for a mixed clientele in six local authority areas of the West Midlands

We have a fantastic opportunity for a Senior Supported Housing Officer to join our organisation. Your role will be to manage the provision of our supported housing schemes for older/vulnerable residents across a number of local authorities

- You will have current and extensive knowledge of relevant legislation and regulations related to social care
- Have extensive and current knowledge of staff performance monitoring
- Experience of managing Supported Housing funded contracts
- Have a current Enhanced DBS check
- Have experience with working with older tenants (55+) in supported housing

**Previous applicants need not apply**

**Application Closing Date: Friday 15th November 2024**

**1<sup>st</sup> Interviews (In-person): Wednesday 27th November at 10AM -12PM**

**2<sup>nd</sup> Interviews: Wednesday 11th December 2024**

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*Further details please contact: Website: [www.nehemiah.co.uk](http://www.nehemiah.co.uk) or emails: [recruitment@nehemiah.co.uk](mailto:recruitment@nehemiah.co.uk) or contact on Rita Samuels on 0121 358 0966*

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### Section 3 – Job Description and Person Specification

<b>Post Title</b>	Snr. Supported Housing Officer
<b>Grade/Salary</b>	£38,889.77
<b>Hours</b>	<p>The standard full time working week for employees is 35 hours per week, working Monday to Thursday 9am to 5pm and Fridays 9am to 4:30pm.</p> <p>As this is a supervisory role the post holder will be expected to work such hours that are necessary for the proper performance of their duties. This includes participating in the out of hours on call rota and working some bank holidays.</p>
<b>Office Location</b>	<p>1-3 Beacon Court Birmingham Road, Great Barr Birmingham, West Midlands, B43 6NN.</p> <p>In this role, there will be a need to travel from time to time to attend meetings and events for the proper performance of duties.</p>
<b>Reporting Lines</b>	This post reports to the Deputy Housing Services Manager and will be responsible Scheme Officer in supported housing schemes, and supported Housing management agreements with external partners.
<b>Data Protection Responsibility</b>	This post holder is responsible for ensuring data protection compliance within the Supported Housing Team and that any breaches are promptly reported to one of the Designated Data Controllers.

#### Our Story

In the 1980s growing Housing needs, urban deprivation and an aging African-Caribbean population posed problems, exacerbated by riots in Handsworth in 1981 and 1985. The African-Caribbean community through a variety of churches responded with the creation of the Nehemiah and United Churches Housing Association (HOUSING) in 1989. Nehemiah took its name from the biblical rebuilder of Jerusalem. Throughout the 1990s Nehemiah and HOUSING began to develop sheltered schemes for black elders and family Housing and accommodation for singles. Nehemiah expanded into Wolverhampton and eventually into the wider West Midlands.

#### Our Mission

To build successful, sustainable and diverse communities by providing Housing and well-being services in a culturally sensitive way to our current and our future customers. Nehemiah has a portfolio of 1235 properties serving the multicultural African Caribbean, Asian, Irish and European communities within the West Midlands.

The Association provides homes for single people, families, couples and older persons in Birmingham, Coventry, Dudley, Sandwell, Walsall and Wolverhampton. As a landlord, we pride ourselves on being accountable and accessible to the communities we serve. As a support and wellbeing provider, we assist people to obtain and maintain tenancies, and make a major contribution in the prevention of homelessness. We have responded to the needs of our customers by providing large homes for those with extended families, specially designed homes for people with disabilities or specific religious/cultural needs, and energy efficient homes to minimise the impact of fuel poverty.

Nehemiah is committed to serving the community and aims to build it into a thriving social unit in which people of all ethnic backgrounds feel at home and valued. The provision of good, affordable Housing is the platform from which the Association has committed itself to the community at large, conveying the idea of value and a sense of caring.

**The Role**

The role is a member of the Operations Department (specifically the Housing Service team) and will hold staff responsibility for: Scheme Officers in supported schemes)

**General Description of Duties**

1. Proactively work with and influence external agencies in promoting the business of Nehemiah
2. To lead in role as the Senior Supported Housing Officer in the production of marketing and promotional programmes and information to customers and wider stakeholders.
3. To support scheme officers to provide customer focused Housing Services.
4. To facilitate the implementation of the customer engagement framework in conjunction with scheme officers under the direction of the Deputy Housing Services Manager.
5. To to increase the number of customers involved and satisfied with their ability to shape and influence services.
6. To attend meetings as and when required.
7. You will be responsible for: delivering performance targets; and maintain awareness of current issues in Housing, health, social care services for the needs of vulnerable people in order to share specialist knowledge and assist in business planning.
8. Aware of regulatory consumer standards.

**On Call Duties**

1. To perform on call duties for out of hour services as part of a rota
2. Maintain a record of emergencies and actions taken, use of master key, and other notable occurrences
3. To generate a monthly on call rota for the Operations Team

**Key Responsibilities:**

1. Assist the Customer Engagement Officer to organise and deliver the Customer Framework and required outcomes with the Scheme Officers including working with various groups and providing support for meetings and events.
2. To assist the Customer Engagement Officer to ensure appropriate representation of supported housing tenants at customer panels (e.g. Nehemiah Tenant Panel) .
3. You will support the scheme officers in the efficient letting of empty properties in conjunction with the property services team.
4. You will plan , engage, influence, and delivery staff training in key supported housing procedures and policies.
5. You will feedback on customer engagement successes to the Customer Engagement Officer.
6. To support the leadership team of the Operations department to lead the development of the annual report and local offers to customers
7. To plan and report the outcomes of customer satisfaction surveys across the department in conjunction with the Customer Engagement Officer.
8. To contribute to production of the annual impact assessment against the HCA Regulatory Standard.
9. To assist in developing and implementing an annual delivery plan as directed by the Operations Director.
10. To produce regular reports on progress against the framework, making suggestions and gathering input from staff and customers
11. To administer the relevant budgets fo supported housing and customer engagement programmes, as directed by the Deputy Housing Services Manager.

12. You will review and update Scheme Officer Procedures and assist the Deputy Housing Services Manager review Housing Management Policies.

#### **Staff Management**

1. You will line manage and support Scheme Officers, by conducting regular 1-2-1 supervisions and annual appraisals under the direction of the Deputy Housing Services manager;
2. In conjunction with the Deputy Housing Services manager you will recruit, manage and motivate staff, ensuring they are trained and developed in the performance of their duties to achieve the highest standards of performance and customer care.

#### **Stakeholder Relationships**

You will establish and maintain excellent relationships with external partners and stakeholders and assist in the managing of agreements by monitoring and reviewing key performance areas identified, and attend and representing Nehemiah Housing at Forums and meetings.

#### **Anti-Social Behaviour**

You will provide an excellent service to customers who experience anti-social behaviour, using housing legislation and working with external partners to resolve issues quickly.

#### **Income Management**

You will ensure the income of the business is maximised, by working closely with Housing Officers and scheme officers to chase customers for late rent and service charge payments, static debts, negotiating repayment plans and where appropriate referring customers for money advice support.

#### **Performance Information**

You will prepare reports and statistical information as required. This includes preparing report to submit committees.

#### **Property Management**

You will liaise as appropriate with Property Services staff over, voids, repairs and maintenance issues, to ensure appropriate solutions are delivered.

#### **Health & Safety**

The post holder must comply with employer's health and safety policy and in particular is required:

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

#### **Any Other Duties**

1. You will represent Nehemiah Housing externally in an appropriate and professional manner.
2. You will promote equal opportunities and diversity in the workplace, in the provision of Housing services and in the wider community.
3. You will take responsibility for personal development.
4. The job is likely to change over time and the post holder may be asked to carry out other duties to maintain the efficiency of the Operations Department Service. The Association reserves the right to amend this job description, as the needs of the job change following discussion with you.

**Management Responsibilities**

1. To build, maintain and manage a high performing team by providing leadership, effective supervision and role clarity
2. To monitor overall performance of direct reports and proactively take action where there are causes for concern
3. To collaboratively work with other teams throughout the association
4. To ensure the Operations team provide timely and accurate information to the Corporate Services team

	<b>Person Specification</b>
<b>Qualification(s)</b>	<ol style="list-style-type: none"> <li>1. Completed a general education including GCSE's specifically English and Maths or equivalent and possession of at least a relevant NVQ level 4, Management Qualification or equivalent which includes social care.</li> <li>2. You will have a level 3 qualification in the Chartered Institute of Housing or willing to work towards obtaining one.</li> <li>3. Full current driving licence and access to a car for work</li> </ol>
<b>Experience and Knowledge</b>	<ol style="list-style-type: none"> <li>1. Comprehensive knowledge of the sheltered or Supported Housing</li> <li>2. Experience of achieving targets and results</li> <li>3. Knowledge and understanding of legislation frameworks relating to social health care including court processes and protocols.</li> <li>4. Computer literate</li> <li>5. Experience of doing tenant and customers risk assessments, interviewing and negotiating with customers</li> <li>6. Deal with customer complaints</li> <li>7. Knowledge of Welfare Reform and Housing related Benefits</li> <li>8. Numerate and able to understand performance data.</li> </ol>
<b>Skills/Abilities</b>	<ol style="list-style-type: none"> <li>1. Demonstrates ability to build relationships at all levels across a wide range of partners</li> <li>2. Demonstrates ability to respond positively to change, and manage implementation</li> <li>3. Demonstrates ability to manage, supervise, organise workload and motivate team members</li> </ol>
<b>Continuing Professional Development</b>	<ol style="list-style-type: none"> <li>4. Demonstrates a willingness to embrace the use of IT to improve procedures, processes and core systems and own skills</li> <li>5. Demonstrates a willingness to develop skills and knowledge in Housing to enhance performance in the role</li> <li>6. Engages with Performance Management processes such as annual review</li> </ol>
<b>Equal Opportunities</b>	<ol style="list-style-type: none"> <li>7. Understanding of the requirements of Equality and Diversity both as an employee but also in dealing with clients of the association.</li> </ol>
<b>How we do things – These are our core values and behaviours</b>	<b>What we expect from you</b>
<b>Passionate</b>	<ul style="list-style-type: none"> <li>• Listens to what customers say, delivering practical solutions to problems and issues.</li> <li>• See mistakes as opportunities to learn to improve procedures and services.</li> <li>• Proactively seeks customer feedback.</li> <li>• Strives to continuously improve the quality of the service provided.</li> <li>• Demonstrates ambition in the day to day operation of the service</li> <li>• Shows determination to achieve targets and objectives.</li> <li>• Understands performance against targets and takes action to improve where required.</li> <li>• Is proactive</li> </ul>

<b>Integrity</b>	<ul style="list-style-type: none"> <li>• Understands the importance of policies and procedures</li> <li>• Demonstrates personal knowledge and competence but is not afraid to ask when does not have an answer.</li> <li>• Self-aware – understands the impact of own actions and behaviours on others.</li> <li>• Demonstrates organisational skills by prioritising and planning</li> <li>• Uses financial and other resources well, considers efficiency, effectiveness and value for money in decision making</li> <li>• Responds positively in all circumstances</li> <li>• Is proactive</li> <li>• Keeps colleagues/customers updated and informed.</li> <li>• Respects others' time and commitments.</li> <li>• Is dependable, trustworthy and accountable in what they do and say</li> <li>• Is open, honest, and transparent</li> <li>• Is non-judgemental, fair and unbiased</li> <li>• Respects and values cultural diversity</li> <li>• Exercises professional judgement appropriately</li> </ul>
<b>Diversity</b>	<ul style="list-style-type: none"> <li>• Builds and develops effective working partnerships with stakeholders. To be able to communicate effectively face to face and over the telephone with customers and a range of organisations.</li> <li>• Able to adapt style to meet individual needs and situations.</li> <li>• Works as part of the wider Nehemiah team</li> <li>• Is committed to embracing inclusion and diversity</li> </ul>
<b>Sustainability</b>	<ul style="list-style-type: none"> <li>• Encouraging tenancy sustainability through listening to our customers</li> <li>• Is environmentally conscious</li> <li>• Considers and suggests new systems that the organisation could adopt to reduce its carbon footprint</li> </ul>

<p><b>Behavioural Competencies</b></p> <p>These competencies demonstrate the desired behaviours for success in this role. These competencies will be used to measure performance and set KPIs.</p>
<p><b>Active Leadership</b></p> <ol style="list-style-type: none"> <li>1. Motivates, inspires and gains support from others through mutual trust without the need to rely on hierarchy and authority.</li> <li>2. Provides a compelling vision which motivates others to work towards team goals, setting clear objectives and holding people to account for results.</li> <li>3. Encourages and offers support to others in challenging situations.</li> <li>4. Enables team to improve their performance and develop capability.</li> </ol>
<p><b>Leading Change</b></p> <ol style="list-style-type: none"> <li>5. Understands the need for change and embraces change in a positive manner.</li> <li>6. Communicates the vision for change by engaging and facilitating others to work collaboratively to achieve real change.</li> <li>7. Seeks out opportunities to effect change to improve organisational performance.</li> <li>8. Develops self and others to respond effectively to change communicating change clearly to all those around them, breaking down problems and establishing facts.</li> <li>9. Uses sound judgement to make informed decisions which considers financial/resource management and the local/wider economy and markets.</li> <li>10. Creates evidence based strategies and plans which considers different options, benefits, risks and solutions to make effective decisions even in time critical situations.</li> </ol>
<p><b>Organisational &amp; Strategic Perspective</b></p> <ol style="list-style-type: none"> <li>11. Clearly sees the bigger picture and demonstrates an in-depth knowledge of how their role supports the achievement of organisational objectives and the Housing sector.</li> <li>12. Creates clear strategies which consider the external and political context to maximise the opportunity to add value to the community and support growth.</li> </ol>

**Winning Commitment**

13. Builds positive and trusting relationships with colleagues, partners and customers to get business done.
14. Develops internal and external networks which enable business to be delivered in an efficient and effective way.
15. Encourages collaboration and commitment with various stakeholders to deliver the best Housing service.

**Analysis and Decision Making**

16. Identifies the key issues, breaking down problems and establishing facts.
17. Uses sound judgement to make informed decisions which consider financial/resource management and the local/wider economy and markets.
18. Creates evidence based strategies and plans which consider different options, benefits, risks and solutions to make effective decisions even in time critical situations.

**Creativity & Innovation**

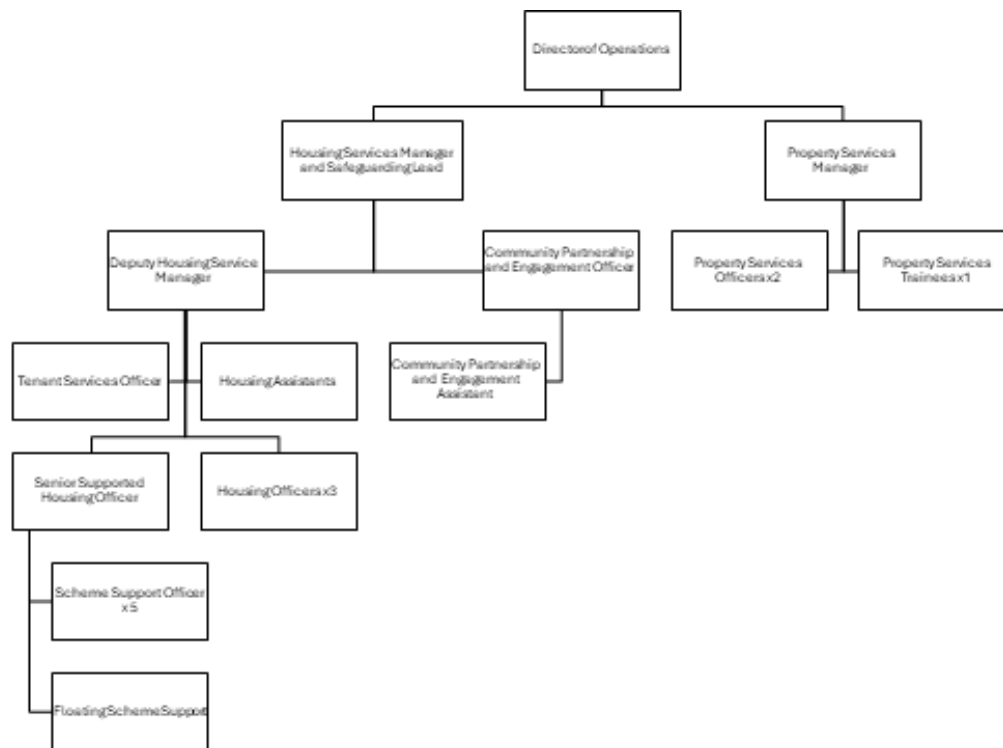
19. Standing back from the detail, taking a broader perspective and developing new ideas to take the organisation forward.
20. take the organisation forward.
21. Creates strategies and plans which considers innovative, new approaches which are being trialled in other sectors.

**Delivering Results**

22. Demonstrates energy and tenacity in the achievement of goals.
23. Takes initiatives which often involve calculated risks and demonstrates the personal drive to do things better, more effectively, and in a way, that exceeds goals and targets.
24. Looks at new challenges and not being satisfied with the status quo but not making change for change's sake.

**Working Together**

25. Works co-operatively and flexibly across cultures and organisational boundaries to achieve shared goals
26. Involves others to work towards shared goals and objectives
27. Works co-operatively with other members of the team and direct customers

**Purpose of this Job Description:**

Nehemiah Housing considers this document as a "snapshot" of the job aimed at providing a clear guide at the time of writing. The nature of the Housing market and the diverse nature of Nehemiah Housing current and potential activities require flexibility from all employees. This profile cannot therefore ever be an exhaustive list and the post holder may be required to take on additional operational and /or strategic responsibilities commensurate with the post as the business requires.

## Section 4 - Summary of Employment Terms and Conditions

### Post

Senior Supported Housing Officer

### Condition of Offer

All posts are offered subject to receipt of satisfactory references /checks that meet with our approval also compliance with the Asylum and Immigration Act.

### Probation

This post is subject to a probationary period of six months, during which time assistance and guidance will be given to help the individual become familiar with and competently empowered in their work. Subject to a satisfactory completion of this period, your position will then be confirmed.

### Hours of Work

The standard working week for full time employees is 35 hours.  
Part time workers hours vary and these will be agreed on an individual basis.

Office hours are 9.00 am to 5.00 pm Monday to Thursday 9.00 to 4.30 Friday

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### Salary & Benefits

- £38,889.77
- Salary Payment will be made on the 20<sup>th</sup> of each month directly into bank account
- Pension Scheme – CARE Defined Benefit Scheme
- Essential User Car Allowance

### Annual Leave

- 28 days including bank holidays based on statutory provision of 5.6 weeks, holidays are accrued on a monthly basis.
- Approximately 2 day concessionary days

### Contract Term

This is permanent position

### Maternity & Paternity

These are given in accordance with statutory guidelines

### Induction

All new employees will have an induction programme. This Programme will be tailored to an individual's requirement and will include the Associations policies and procedures.

### Performance Management

Performance Management at Nehemiahis based on a competency framework and includes process to review; probation, 1-2-1 supervision and the annual performance management review.

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## **Disability Confident Employer Standard**



By acquiring this standard the association will ensure that it:

- interviews all applicants with a disability who meet the minimum job criteria and consider them on their ability
- That the association will also make effort to retain individuals who may become disabled during their employment

## **Investors in People (IIP)- Gold**



This is a national initiative awarded to organisations meeting the requirements of the standard entitling it to call itself an “Investor in People”.

Its main purpose is to ensure that organisations awarded the standard trains and develops all employees in a systematic way to meet both Organisational and individual needs – Nehemiah is an “Investor in People” organisation.

## **Pension**

For the purposes of the Welfare Reform and Pensions Act 1999 Nehemiah has designated the Pensions Trust as its stakeholder pension provider. You will be automatically enrolled into this scheme. Details of the scheme and the rules are available from the Finance Director .

Nehemiah will match employees contributions at the rate of a minimum of 4% and a maximum of 9% per year of your basic annual salary into this scheme.

## **Section 5- The Selection**

The selection process will consist of a panel interview and a series of scenarios to assess your housing management experience.

## **Induction**

Nehemiah views the successful Induction of its new employees as paramount and accordingly will ensure that a comprehensive induction process is implemented for all new employees. This process will include the following:

- Completion of administrative papers
  - Introduction awareness of Nehemiah’s vision, Mission and Values, and how these informs its activities
  - Introduction to fellow colleagues
  - Housekeeping issues such as key policies and procedures
  - Cross functional understanding of how other departments work and contribute to the ‘whole’ Nehemiah ethos
-