



Communication & Business Support Officer Person Specification and Background Information

King's Barton Housing Association Limited (KBHA) is a small registered social housing provider with 147 homes (mostly one bedroom) which are occupied by independent persons aged 55 years plus. The properties are located in the Kingswood, Staple Hill and Downend areas.

The team currently consisting of five part-time colleagues: Housing Manager, 2 x Housing Officers, Finance Officer and Admin/Finance Officer based at 5 Moravian Road, Kingswood, Bristol BS15 8LY and deal with all aspects of the Association's work, in close collaboration with the board of management.

The office opening hours are 9:00 am- 12.30 pm Monday to Friday.

The Communication and Business Support Officer will provide advice and guidance on communications, policy and business support issues to the Housing Manager and the Association and suggest, implement and evaluate improvements.

Our Mission Statement is: *King's Barton Housing Association (KBHA) is committed to providing and maintaining good quality one and two bedroomed homes to the best standards possible, to people aged 55 years and above.*



Experience requirements of the person for Communications and Business Support Officer are:

1. At least two years' experience at a supervisory level or of operating at an experienced practitioner level, including advising and supporting staff, setting standards and encouraging excellent performance.
2. Experience of finding successful and positive solutions to communication, policy and business support issues.
3. Experience of developing, implementing, measuring and evaluating policies and procedures and communication plans.
4. Database experience is essential including the ability to collate and interpret statistical data and using business systems confidently and effectively, as well as a high level of proficiency in Microsoft office, Word and Excel.

Knowledge, Skills and Abilities requirements:

5. The ability to communicate clearly and professionally, including preparing and presenting formal reports to a board of management.
6. A good understanding of data analysis, monitoring compliance with legislation and regulatory standards.
7. The ability to take the lead on projects.
8. Excellent interpersonal skills.
9. The ability to develop productive working relationships with people at all levels and influence senior decision makers with diplomacy and courtesy.
10. Knowledge and understanding of housing and general business policies and procedures.
11. Strong organisational skills with a proactive approach together with the ability to identify gaps in current procedures.
12. Have experience of dealing with complaints and dispute resolution.

KING'S BARTON Housing Association Ltd

Registered Office: 5 Moravian Road, Kingswood, Bristol BS15 8LY



Tel: 0117 9611171

info@kingsbarton.co.uk

www.kingsbarton.co.uk

Qualifications requirements:

Essential

Hold an NVQ Level 3 in Business Administration, or equivalent or willing to agree to complete an approved qualification within 2 years of appointment.

Desirable

A qualification in data analysis or project management or equivalent.

A valid driving license and use of a car (which would attract a casual car user rate of mileage)

An awareness of the legal and regulatory requirements of a Housing Association and the knowledge of and involvement in the refurbishment and development of new properties.

Salary: In line with NJC for Local Government Services - SCP 24-28

The role is 25 hours per week (Monday to Friday) /pro rata to a standard Kings Barton Housing Association full time working week of 35 hours. There will be a need for flexibility in attendance (hours/times). This will include up to 6 evenings per year to attend Board meetings and, in addition, attendance at sub committees (afternoons/evenings) as required (for which TOIL will be given).

The successful applicant will be subject to a six-month probationary period.

The post holder will have pro rata 5.6 weeks annual leave plus Bank Holidays.

The notice period will be 6 months.