

Recruitment Pack

Property Services Apprenticeship

APP/PS/07/26

2 - year fixed term



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Key Information

We are a Housing Association in North Belfast providing affordable quality housing to those in need. We are offering an apprenticeship opportunity to work within our maintenance department.

Our apprenticeship programme is the first step to becoming a maintenance management professional.

While you will avail of on-the-job training with a competitive salary, you will also study for recognised qualifications through college attendance and coursework, including the OCN (NI) Level 3 Certificate in Housing Practice and the Chartered Institute of Housing Level 3 Certificate in Housing Practice. So why not, **Earn as you Learn!**

The Property Services Apprenticeship Programme offers an excellent first step towards building a rewarding career in the Social Housing sector. As part of this opportunity, you will gain valuable hands-on experience while also working towards recognised qualifications. The successful applicant will be working from our office 4 days per week and one study day through Northwest Regional College.

NB Housing offers the following benefits with this position:

- Salary is **£25,878 per annum**
- Generous optional contributory pension scheme (employer contribution 15.5%)
- 37 hours per week
- 23 days annual leave
- 12 customary holidays
- Birthday leave
- Occupational sickness scheme
- Private Healthcare option
- Excellent work and family friendly policies
- Employee assistance programme
- Flexitime

So if you would like to develop a career in maintenance, gain recognised qualifications and get valuable work experience helping to create a future where everyone has a home, then we would like to hear from you.

Anyone wishing to apply for any of the above position may request a recruitment pack by contacting NB Housing on 02890592110 or by emailing info@nb-housing.org. Please note that CV's are not acceptable. The closing date for returned applications is 12.00 noon Monday 3rd August 2026

NB Housing is an equal opportunity employer

We reserve the right to enhance criteria in the event of an unprecedented response.

About NB Housing

NB Housing is a registered social housing provider created in 2014 after the merger of two community-based housing associations in North Belfast. We currently manage approximately 1,200 homes and our portfolio extends to supported housing, housing for the elderly and general family accommodation.

We are a not for profit business with charitable status led by a voluntary Management Board. We employ 50 staff including support staff within our supported housing schemes, caretaking service staff and head office staff. Our main area of operation is North Belfast but we have extended our activity to seek development opportunities across Northern Ireland. At NB Housing we are passionate about the role we play in society and believe our Vision, Mission and Values is what makes us.

Vision

To provide quality, affordable, sustainable homes and support to all NB Housing tenants.

Mission

To provide homes where people feel safe, supported and respected.



Values



Respect

We act with fairness and integrity in all our interactions with others, treating employees, customers, and stakeholders with dignity and worth. Everyone will take ownership of their actions, do the right thing, and foster a culture of trust and positive employee morale.



Impactful

We achieve sustainable quality of life improvements for our tenants. We are proactive in achieving positive impacts for individuals and lasting positive changes for people and places. Opportunities to innovate and to have greater impact are welcomed.



Togetherness

We are proactive in providing opportunities for people to engage with us and help us improve our services. We will collaborate effectively with each other internally and externally to provide safe, sustainable homes that meet the needs of our tenants.

Our Governance and Senior Executive Structure

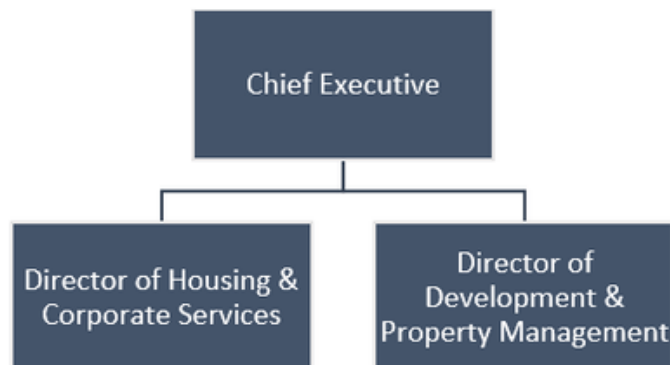
Our aim is to ensure that the governance of NB Housing complies with the requirements of the law, relevant regulators, and best practice. NB Housing is managed by 12 Voluntary Board Members from various professional and social backgrounds who meet regularly to govern the affairs of the Association.

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

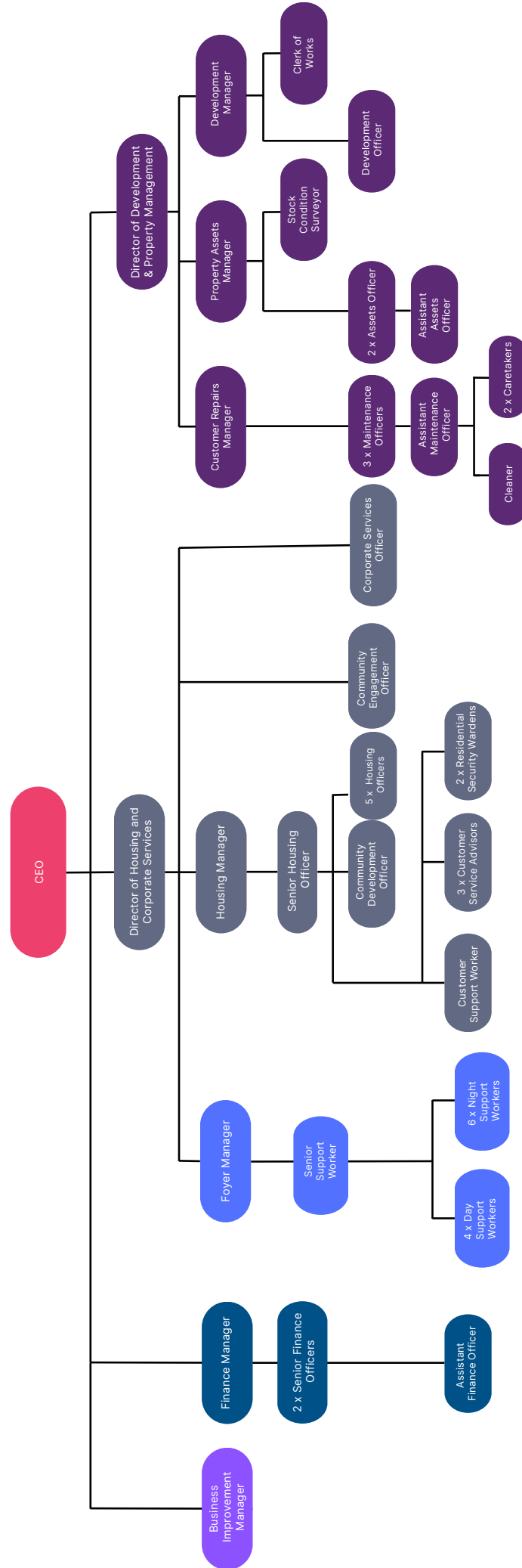
Board & Subcommittee Structure



Senior Management Team Structure



Our Staff Structure



Job Description

Job Summary

The Property Services Apprenticeship Programme offers an excellent first step towards building a rewarding career in the Social Housing sector. As part of this opportunity, you will gain valuable hands-on experience while also working towards recognised qualifications through college attendance and coursework, including the OCN NI Level 3 Certificate in Housing Practice (Northern Ireland) and the CIH Level 3 Certificate in Housing Practice.

On the job experience will be gained in the following areas: customer services, repairs and maintenance, tenant participation, and administrative support across the organisation. This opportunity will be focussed within our property services team at our offices on the Crumlin Road Belfast.

Key Tasks

- To respond directly to tenant queries in regard to maintenance requests and process requests in accordance with association's policy and procedures.
- Receive Maintenance requests and process onto repairs management system for action by Maintenance Officer and report any serious matters to the Customer Repairs Manager
- Maintain an effective information management system to include filing, diary management, property updates etc.
- Provide the Customer Repairs Manager /Director of Development & Property Management with information required for reporting to SMT, Committee and Board as required
- To assist with batch invoicing.
- To be part of the association staff team and participate in group discussions, operational review, performance assessments, take minutes and complete reports, etc.
- Supply regular property management material for the website
- Collect and prepare reports on tenant satisfaction data and highlight concerns to management
- Carry out estate inspections in line with programme of inspection
- Carry post inspections
- Record requests for disabled adaptations and assist with the administration of the claims to NIHE

- Assist with implementation of customer service standards and achieve targets detailed in the association's corporate and annual performance indicators
- Collate, record, reconcile and store all documentation related to asset management operations, ensuring information is accurately entered into the asset management systems and shared with relevant staff where appropriate
- Prepare tenant consultation paperwork, tenant satisfaction stats and assist in collating feedback reports.
- Assist with the administration and monitoring of compliance requirements, such as fire risk, asbestos, health & safety and statutory inspections, ensuring records are up to date and accessible
- Assist the management and implementation of major works, cyclical maintenance and retrofit/decarbonisation projects by recording progress, updating systems and keeping residents informed.

General

- Ensure all activities are conducted in accordance with the Company's Health and Safety and Equal Opportunities Policy.
- Adhere to the rules of NB Housing in relation to Section 75 and equality of opportunity
- To promote the organisations Mission, Values (Togetherness, Respect and Impactful), Aims and Objectives
- To maintain professional boundaries and confidentiality within the Association
- To attend staff meetings, training, forums, which may occur outside normal working hours
- To participate in Performance Reviews and supervision sessions
- Actively promote the operations of the Association and maintain and develop links with outside agencies, ensuring the best interests of the Association are promoted at all times
- Adhere to policies and procedures as contained within Staff Handbook
- Ensure all duties and responsibilities are carried out within standards outlined in the Housing Association Guide and Regulatory Framework
- Conduct all activities with confidentiality and in accordance with the requirements of Data Protection Legislation.
- Reception cover as required
- Carry out any other duties as may be reasonably expected from time to time that are within the competence of the post holder and conducive to the effective delivery of the role and success of the Association.

Please be advised that this list is not meant to be exhaustive and may be added to or amended as and when deemed necessary.

Personnel Specification

Specification	Essential	Desirable
Qualifications	Five GCSEs (including Maths and English at Grade C or above), or equivalent.	ICT qualification e.g. ECDL, CLAIT
Specialist Knowledge	Experience in the use of MS office (including Word, Excel and Outlook) gained in an office environment	General awareness of health and safety regulations (including fire). Awareness of GDPR/ Data Protection Experience of customer service
Special Skills / Aptitudes	Excellent interpersonal skills and communication skills Good report writing skills Being willing to learn and take instruction Ability to work to deadlines	Experience of minute taking Excellent organisational skills
Disposition	Approachable/ Good Team player Shows common sense and initiative	
Personal Circumstances	Accessible to location	
Other (specified)		A current driving license or have access to a form of transport that enables you to meet the requirements of the post fully and within reasonable travel timeframes



Contact Us



Website

www.nb-housing.org



Phone

028 9059 2110



E-mail

info@nb-housing.org



Facebook

[@nbhousing](https://www.facebook.com/nbhousing)



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