



Community Investment and Fundraising Manager Information Pack

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Introduction

Dear Candidate

Thank you for expressing your interest in becoming the new Community Investment and Fundraising Manager at Clanmil.

With over 5,800 properties and an annual turnover of over £47m, we are one of the largest housing associations in Northern Ireland. Working across all 11 council areas, we are proud to deliver homes for families, older people, those with support needs and shared communities. We provide services that matter to customers, supporting them to live well, such as money advice and community investment.

At Clanmil, our vision is for everyone to have a great home. As our Community Investment & Fundraising Manager, you can make this vision a reality through your effective and inspiring community investment initiatives which put our customers at the heart of creating safe, thriving neighbourhoods.

We're looking for someone with management experience in non-profits, housing, local government, or related fields. You will have an understanding of the connections between housing and community issues, excel in

engaging with people and have a good grasp of demographic trends. Knowledge of the political and social landscape in Northern Ireland is crucial, along with an appreciation for the importance of building positive relationships to drive effective change.

We are working with Engage Executive Talent to help with the recruitment process. If you have any initial queries relating to the post, they will be delighted to address them in the first instance.

You will be joining a passionate team committed to making a meaningful impact through our organisation. If the prospect of utilising your skills and expertise to contribute to the creation of safe and thriving communities resonates with you, we warmly invite you to get in touch. Your dedication can play a vital role in ensuring everyone has a wonderful place to call home.

Pól Callaghan



Executive Director
Customer &
Communities



Who we are

We are passionate about great homes and the people who live in them.

We're a social enterprise working across Northern Ireland, building, maintaining and managing homes where people are proud to live and raise their families.

Having the right place to call home is essential to living well and we believe that everyone should have a good home in a safe and supportive community. We are proud to provide quality homes for families, older people, those with support needs and shared communities, alongside services that support people to live well. Because we know that quality homes and connected communities create safety, stability and opportunity in society.

As well as providing over 5,800 quality homes for rent, we help people who aren't in a position to purchase a home outright, to realise their home ownership dreams.

All this is possible through the hard work and dedication of our 300+ colleagues who aim to give the best service to our customers.

Reading this online? Find out more by accessing our 3min video below:



What we do

Our Purpose Drives Us

Our purpose is the reason we exist. It's why we come to work every day – a shared goal that we are working towards.



Our values guide us

Whilst *what* we do is vitally important, we think *how* we do it is equally important. We all have our own way of doing things. It's what makes us unique and at Clanmil we're no different. Our values are the heartbeat of Clanmil. They guide the way we behave and the decisions we make so that we do everything we can to support our customers and their communities to thrive.



We are Clanmil and we...



Leave a positive experience

We believe there's always an opportunity to leave positive lasting impressions if you show compassion and demonstrate you care. We see the person, not the problem. And whilst we know that sometimes we might have to have a tough conversation or make a hard decision, we will always act with honesty, fairness and respect regardless of the circumstances. After all we're a people business, so trust and great relationships are really important.



Believe in better

With a world of opportunity and head full of possibility, we have a shared ambition to do more. We challenge ourselves, each other, what we do and the world around us to not just settle but improve and to strive for better. We remain curious about what we could be, embracing change whilst never losing sight of what we believe in. We are a force for good, so we're confident to stand up and be counted.



Achieve together

Together we are stronger. It's as simple as that. By working as one with colleagues, customers and communities we can make real change happen, overcome challenges and move things forward with great energy. It feels good to be part of something, right? We all see the world differently and we might not always agree. We embrace that. We celebrate our diversity and the benefit that brings as we know that with unity comes strength.

How we're organised

Our Executive Team



Carol McTaggart

Group Chief Executive



Jan Sloan

Executive Director of Development and New Business



Greg Bell

Executive Director of Finance and ICT



Pól Callaghan

Executive Director of Customer and Communities



Tony Giffen

Executive Director of Assets and Building Safety



Karen Gilmore

Executive Director of People and Organisational Development

Strategy

Shaping our Future 2026 Strategy



Our purpose is to provide homes for people to live well and our five-year strategy sets out how we will work together towards achieving this.

[Read our strategy](#)

We have five aims for 2021 to 2026:



Build and maintain
quality homes whilst
preserving the
environment



Provide services that
make life easier for
our customers



Create a brilliant and
sustainable
organisation that's
for the future



Be a respected voice
to grow our impact



Reach, connect and
collaborate to
strengthen
communities

Reading this online? You can access our 5min strategy video here:



Financials

You can view a summary of our latest published income/expenditure report here, taken from our Annual report. Click on the links below to access our last three year's annual accounts.

	2023 £	2022 £
Turnover	47,801,339	42,677,158
Operating costs	(34,755,444)	(29,665,100)
Operating surplus	13,045,895	13,012,058
Surplus arising from disposals of housing property	1,954,050	626,867
Transfer to disposal proceeds fund	(1,846,379)	(623,792)
Interest receivable and similar income	178,855	38,329
Interest payable and similar charges	(5,551,329)	(4,749,364)
Other finance (costs)/income	(26,000)	(47,000)
Surplus on ordinary activities	7,755,092	8,257,098
Revaluation gain/(loss) on Investment Properties	237,483	(138,341)
Actuarial gain/(loss) in respect of Pension scheme	(650,000)	1,042,000
Retained surplus for the financial year	7,342,575	9,160,757
Retained surplus brought forward	69,685,742	60,524,985
Retained surplus carried forward	77,028,317	69,685,742
Association statement of changes in reserves for the year ended 31 March 2023		
	2023 £	2022 £
Surplus on ordinary activities	7,755,092	8,257,098
Movement in share capital	1	-
Revaluation gain/loss on Investment Properties	237,483	(138,341)
Actuarial gain/loss in respect of Pension scheme	(650,000)	1,042,000
Net addition to capital and reserves	7,342,576	9,160,757
Opening total capital and reserves	69,685,752	60,524,995
Closing total capital and reserves	77,028,328	69,685,752
	2023 £	2022 £
Fixed assets		
Housing properties - depreciated cost	557,513,756	543,796,781
Investment Properties	17,557,555	16,826,475
Other tangible fixed assets	2,090,479	1,982,955
Investments	25,087	25,087
	577,186,877	562,631,298
Current assets		
Assets held for resale	-	-
Debtors	16,865,840	12,144,481
Investments	2,533,466	2,492,940
Cash at bank and in hand	8,057,075	5,178,982
	27,456,381	19,816,403
Creditors: amounts falling due within one year	(34,701,543)	(32,380,653)
Net current assets (liabilities)	(7,245,162)	(12,564,250)
Total assets less current liabilities	569,941,715	550,067,048
Creditors: amounts falling due after more than one year	(491,506,387)	(479,245,296)
Pension deficit	(1,407,000)	(1,136,000)
Net assets	77,028,328	69,685,752
Capital and reserves		
Called up share capital	11	10
Revenue reserve	77,028,317	69,685,742
Total funds	77,028,328	69,685,752

[Annual Accounts March 2023](#)

[Annual Accounts March 2022](#)

[Annual Accounts March 2021](#)

Meet the Board

Our Board is made up of 11 non-executive voluntary members who provide strong, focused governance and support the Executive Team in managing our business.

Our Board Members bring independence and a breadth of skills, experience and specialist knowledge.

The Board is supported by a Remuneration and Staffing Committee, a Group Audit and Risk Committee and a Customer Committee.



Maeve Monaghan
Chair



Maria McCann
Vice Chair



John Hannigan



Chris Lillie



Niall Adams



Paddie Cassidy



Lloyd Hannigan



Norman Hill



David Orr



Kevin O'Neill



Eileen Patterson

Job Description

Job Title: Community Investment & Fundraising Manager

Reporting to: Assistant Director of Housing and Communities

Based at: Northern Whig House, Belfast (Agile)

Hours of work: 37 hours per week (Flexi)

MAIN PURPOSE OF THE JOB:

At Clanmil, our vision is for everyone to have a great home. As our Community Investment & Fundraising Manager, you make this vision a reality through your effective and inspiring community investment initiatives which put our customers at the heart of creating safe, prosperous neighbourhoods.

A	HOUSING STRATEGY & MANAGEMENT
1	As part of the Housing & Communities Team, contribute to the development and delivery of strategic and operational housing management matters and projects that help create great homes and neighbourhoods.
2	Create, implement and evolve community investment policies and procedures which provide clarity on processes, ensuring regulatory, legal and best practice are reflected, understood and practised.
3	Manage and lead your team in the delivery of a tenant-driven, innovative community investment strategy which covers a full suite of services including tenant consultation and engagement, community cohesion; shared housing, good relations, grant funding and environmental improvements.
4	Develop and deliver a range of innovative initiatives to underpin the community investment strategy including grant-funded programmes and partnerships and deliver on objectives, illustrating impact and social value using the HACT tool.
6	Develop and deliver initiatives to improve community safety across our neighbourhoods, supporting Housing colleagues to build safe neighbourhoods.
7	Develop the operational plan for area of responsibility and contribute to business and strategic planning across Clanmil.
8	Identify and manage risk and compliance requirements while ensuring operations deliver excellent value for money.
9	Enhance services by generating key management information, providing analysis and insight on trends and customer needs.
10	Manage budgets and align resources to meet business objectives in accordance with strategic and operational plans.
B	DELIVERING QUALITY CUSTOMER EXPERIENCE AND ENGAGEMENT
1	Promote and deliver a brilliant customer experience through a

	tenant focused culture where you and your team prioritise pro-active engagement, being responsive, listen and act upon feedback, insight, value for money and accountability to service users.
2	Strategically engage with stakeholders to develop and deliver joined-up services for customers; being an effective voice for Clanmil and acting as an ambassador to enhance its reputation.
3	Develop and maintain links with partners to build innovative services which support and expand the portfolio of community investment activity including programmes aimed at specific groups e.g. young people, single parents or older customers and themes e.g. wellbeing or loneliness.
4	Raise Clanmil's profile and reputation through participation in relevant networks, pursuing speaking opportunities, effect publicity, marketing and communication around the community investment programme.
5	Work with other agencies to enhance employability and volunteering opportunities.
6	Ensure the successful delivery of a portfolio of Shared Housing plans as well as a range of other good relations partnership initiatives.
7	Be creative and champion innovation in your service area and beyond to position Clanmil to meet future market needs and customer expectations.
C	LEADING & MANAGING THE TEAM
1	Provide effective leadership and support, coach, inspire and motivate the team to deliver best in class services and wider service innovation, deputising for the Assistant Director as required.
2	Be a strong leader in the Community Investment team and promote a culture of continuous improvement, ownership and commitment.
3	Actively contribute to staff meetings/ supervision meetings etc to ensure a neutral and harmonious working environment is maintained.
4	Provide support to colleagues across our patches to enable them to develop their skills in terms of effectively engaging with communities, developing and servicing tenant groups and signposting to services.
5	Monitor the performance of the team. Carry out checks in and appraisals in line with our performance management cycle setting and review objectives. In addition, recognise the importance of pastoral support and wellbeing of staff.
6	Be a strong advocate for developing our people; identify appropriate learning needs and work with colleagues to deliver improvement.
7	Be an ambassador for Clanmil and its values and carry out any relevant people management practices as and when identified by the organisation.
8	As a member of the Extended Management Team, work collaboratively to manage operational performance to ensure achievement of in-year business priorities and performance targets.
D	COMMUNITY INVESTMENT FUNCTION
1	Promote a culture of team work to ensure all Clanmil customers

	and service users, internal and external, receive a warm, friendly, professional customer service experience.
2	Seek external sources of funding to help deliver projects and initiatives for Clanmil Customers as well as the communities in which we provide homes.
3	Oversee the delivery of new TBUC funded schemes and work closely with the Area Housing teams to deliver appropriately funded activities and existing schemes.
4	Working with the Area Housing teams co-design neighbourhood plans for all schemes with community investment and customer engagement at the heart of the plans.
5	Develop and co-ordinate regional fundraising plans, activities and a compelling case to support our schemes and communities in which we operate.
6	Pro-actively identify and convert opportunities for income generation through the development and maintenance of partnerships and fundraising products including grant applications.
7	Establish and maintain effective relationships aimed at maximising the income generation potential of corporate partnerships and trusts & foundations.
E	PERSONAL DEVELOPMENT
1	Embrace all opportunities for learning and development to help you fulfil your role to the best of your ability.
2	Take on additional specific areas of work as required by your Line Manager and or Senior Management Team.
3	Work pro-actively in taking ownership of developing and putting into practice the seven CIH professional standards; integrity, inclusive, ethical, knowledgeable, skilled, advocate and leadership.
4	Outward looking, understanding the importance of regularly and consistently horizon scanning the external environment to lead and develop changes to improve delivery.
5	Scan for digital and ICT solutions that may help deliver excellent customer experience, efficient use of resources in the team and better communications internally and externally.
F	FOLLOW ALL POLICIES AND PROCEDURES IN RELATION TO THE ROLE
1	Familiarise yourself with the company's policies, procedures and training.
2	Comply with Clanmil's Code of Conduct in the performance of all duties and ensure confidentiality of information when appropriate.
3	Understand the role of Clanmil and its mission by displaying its core values in your actions and behaviours.
4	Generate creative and innovative ideas and best practice to challenge and contribute to Clanmil's way of working.
5	Staff are required to embrace Clanmil's Equality & Diversity Policy and commit to the principles and aim of the Equality Scheme duties with regards to religious faith, political opinion, racial groups, men and women, marital status, age, persons with a disability, persons with dependants, caring responsibilities, and sexual orientation.
6	Ensure that all work you carry out is in line with the Clanmil's Data Protection Policy.

Person Specification

EXPERIENCE / QUALIFICATIONS	ESSENTIAL / DESIRABLE (E / D)	Method of Assessment
Educated to degree level with 3 years relevant management experience in third sector, housing, local authority, project delivery or similar areas. <u>or</u> 5 years' relevant management experience in, third sector, housing, local authority, project delivery or similar areas.	E	Application Form & Interview
Experience of managing a staff team, including the setting and monitoring of agreed objectives, performance management targets and managing change.	E	Application Form & Interview
Minimum 3 years' developing excellent report writing skills and experience of compiling management information.	E	Application Form
CIH Level 5 Diploma in Housing (or equivalent) and a current membership of the Chartered Institute of Housing.	D	Application Form
Evidence of Continual Professional Development or learning.	D	Interview
Experience of forecasting, management and reporting of a substantive organisational, programme or departmental budgets.	E	Interview
Experience of working collaboratively with a range of external stakeholders and partners to deliver effective outcomes.	E	Interview
Experience in the management of customer facing services and multi-disciplinary teams would be an advantage.	D	Interview
Experience of working with partners including elected members and community representatives to improve communication and develop local solutions.	D	Interview
Experience or awareness of housing management processes, including the management of neighbourhoods, anti-social behaviour, tenant engagement rental income or tenancy enforcement.	D	Application Form & Interview
KNOWLEDGE		
An understanding and awareness of the interactions	E	Application

between housing and community/social issues, people engagement and demographic trends.		Form & Interview
Knowledge and understanding of the implications of the political and social context in Northern Ireland, and the role of good relations in delivering change.	E	Application Form & Interview
Knowledge of customer service excellence, vulnerable customer needs and evolving customer experience.	E	Interview
An understanding of the regulatory framework and relevant legislation under which Housing Associations operate would be an advantage.	D	Interview
SKILLS / ABILITIES		
Excellent oral & written communication and interpersonal skills with proven ability to meet differing audience needs.	E	Application & Interview
Proficient ICT skills and being comfortable in a digital working environment.	E	Application & Interview
Strong external focus with a proven ability to build networks and work in partnership with others.	E	Interview
A strong understanding of, and empathy with, diverse customer bases.	E	Interview
Ability to prioritise workload including being able to manage conflicting priorities, setting targets and monitor performance.	E	Interview
Strong problem-solving skills and a 'can-do' attitude including the ability to lead in challenging situations.	E	Interview
Committed to providing and upholding an excellent customer focused service.	E	Interview
Able to balance the bigger picture with an exceptional attention to detail evidenced through successful policy development and stakeholder satisfaction.	E	Interview
OTHER		
Hold a full valid driving licence or otherwise be able to demonstrate an ability to travel to meet the requirements of the post to various locations throughout Northern Ireland including at evenings and weekends and at locations where public transport may not always be available.	E	Application
Ability to work outside office hours including weekends and evenings and to respond to out-of-hours emergencies when required.	E	Application

How to apply

Please forward a CV, **maximum three A4 sides**, together with a completed **Supplementary Questions form** available from www.engageexec.co.uk, ensuring you have included mobile, work and home telephone numbers, as well as any dates when you will not be available or might have difficulty with from the recruitment timetable. You will also be asked to submit a separate **equality form** (see below).

The deadline is **Noon on Wednesday 27 March 2024**. Applications should be made by email to: apply@engageexec.co.uk

Contact Patrick Minne on 07792 509003 if you have any queries about the role or the application process.

Equality Monitoring and Criminal Convictions Disclosure

Along with the CV and Form, you will be asked to complete and return the Equal Opportunities Monitoring and Criminal Convictions Disclosure Form in a separate document. Neither of these will be disclosed to anyone involved in shortlisting your application.

Disability

In accordance with the Disability Discrimination Act a person is disabled if they have, or have had, “a physical or mental impairment which has, or has had, a substantial and long term adverse effect on your ability to carry out normal day to day activities”.

If you consider yourself to have a disability relevant to the position for which you are applying, please contact Patrick Minne so that we can process your application fairly, make any specific arrangements for your interview, and make any necessary reasonable adjustments or adaptations, or provide any aids to assist you in completing the duties of the post if appointed.

Equal Opportunities

Clanmil Housing is an Equal Opportunities Employer and all applications for employment are considered strictly on the basis of merit.

Timeline

CV, Supplementary Questions and Equality Monitoring and Criminal Convictions forms to be submitted

Noon, Wednesday 27 March 2024

First Interviews

Monday 8 April 2024

Second Interviews (may include a seen or unseen task) Tuesday 16 April 2024

Final Interviews

Monday 22 April 2024



Please address any enquiries relating to the advertised position, and your submission, to Clanmil's recruitment partners:

Patrick Minne

ENGAGE
EXECUTIVE TALENT

Tel: 07792 509003

Email: patrick@co3.org.uk

www.engageexec.co.uk

Enquiries unrelated to this recruitment can be addressed to:

Clanmil Housing

Northern Whig House
3 Waring Street
Belfast
BT1 2DX

Tel: 028 9087 6000

Email: housing@clanmil.org.uk

Registered with The Charity Commission for Northern Ireland NIC103840 and with the Financial Conduct Authority reference number 683278.

