

Applicant Information Development Officer

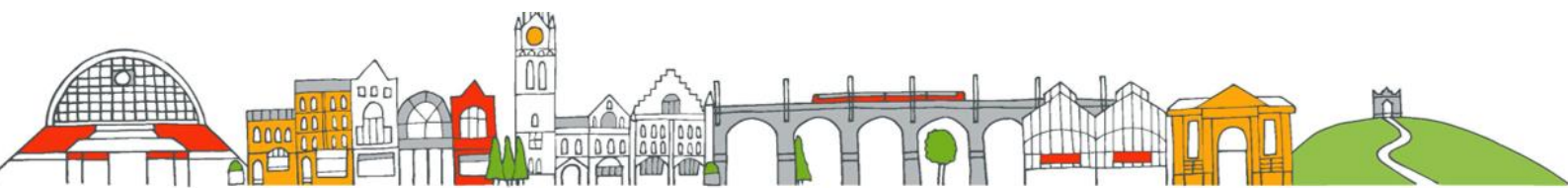
12 Month Fixed Term Contract

Closing Date: 23 February 2024

Interview Date: 5/6 March 2024

Thank you for considering MSV for your next career move – we are excited to hear from you! Here you will find all the information you need about the opportunity and about MSV but if there is a question we don't answer – just give us email us initially on recruitment@msvhousing.co.uk

The People & Talent Team



Who Are MSV Housing?

You may not have heard of social housing before but it's a fantastic sector to work for. We own and manage almost 9000 homes across the Northwest helping the millennial generation locked out of decent homes, older people needing safe but independent homes, those on low incomes, those in need of specialist housing and support and much more. We are all about doing the decent thing, making the lives of our customers better and being a fantastic, inclusive employer for our people.

Where Are You Based?

We work right across the Northwest. Some of our colleagues work on what we call the 'front line' – delivering services direct to customers in neighbourhoods and communities. Some provide support behind the scenes. All are passionate about delivering a customer experience with the WOW factor! This role is a hybrid role with flexibility which means you can work from home, from one of our fabulous hubs, in a coffee shop or wherever you are needed to be.

How Many People Work for You?

At the moment we have over 350 passionate, caring and experienced colleagues working in so many different roles. Whatever your career aspirations and plans we probably have that role – from accountants, HR professionals and marketeers to electricians, plumbers and specialist housing and technical roles. It really is a great sector and place to work and one where you can grow and develop your skills.

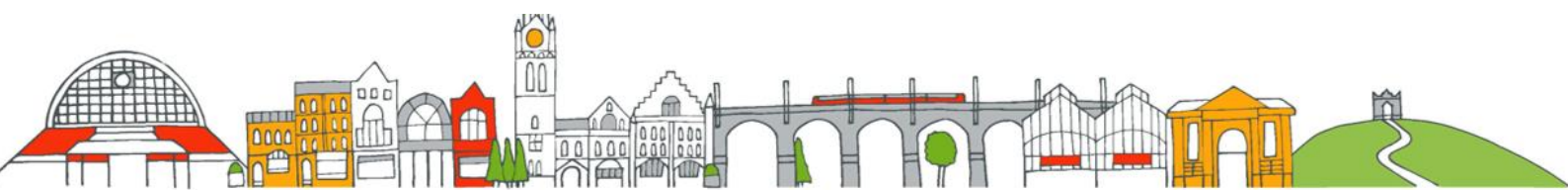
What Opportunities Are There for Me At MSV?

We aspire to be the best employer that does the right thing by its colleagues and provides an environment where everyone can flourish. You are our greatest asset, and we provide support, training, and development opportunities to help you achieve your own goals and aspirations and those of the business. We provide a great working environment with modern ways of working and a competitive reward package.

What Are the Perks?

We will give you full training, support professional development and pay a decent wage. It's a 35-hour week, Monday to Friday, with some flexibility on how and where you work meaning if you have to drop the kids at school, or look after a family member, we can work with you on that. You have access to our pension scheme where you can get up to 10% employer contribution from day 1, have 25 days holiday plus bank holidays, sick pay on full pay after you complete the probationary period, life assurance, employee assistance programme and support. We also have a cycle to work scheme, car lease scheme and a range of other benefits.

If you have a question, we haven't answered then just get in touch –we would love to hear from you!



Role Profile

Development Officer

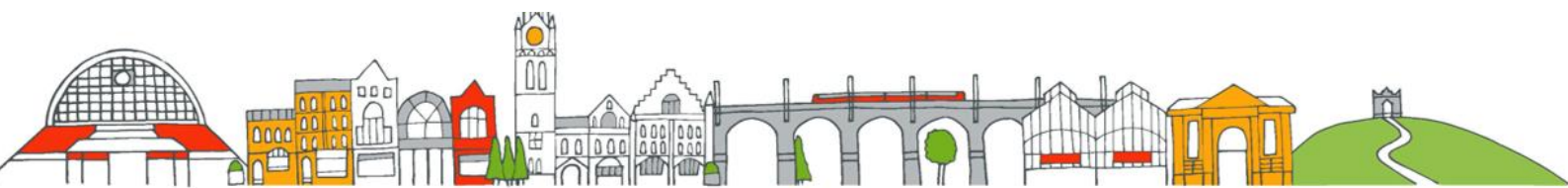
Location: Greater Manchester (Agile)
Salary: £41,286 - £43,329
Hours of work: 35 hours per week
Contract: Temporary – 12 Months Fixed Term

Purpose of the Post

- To assist with the delivery of new developments working in accordance with MSV's Growth Plan and Development policies and procedures.
- To project manage individual development schemes from inception, design, construction and completion.
- To assist in identifying and acquiring land.
- To assist the Development Manager to provide effective contract management and financial control across a portfolio of projects.
- To assist with strategic asset management of MSV's portfolio.

Key Responsibilities

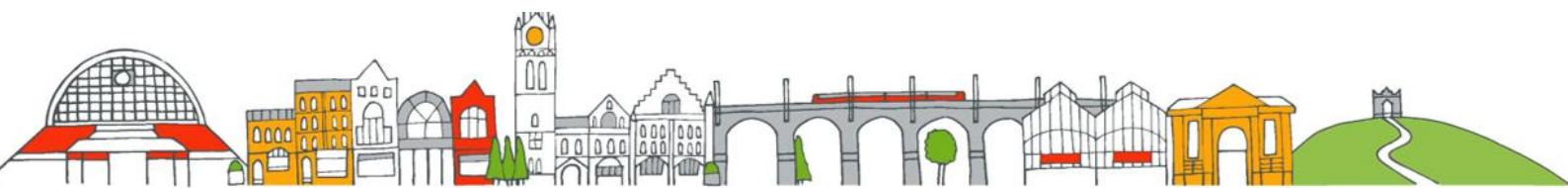
- To assist in the delivery of MSV's development programme and strategy and formulate bids for provision of additional homes, whether by development, purchase or other means.
- To seek and appraise affordable housing schemes using MSV's appraisal software system
- To make offers on S106 and package deals
- To prepare written and verbal reports for the Innovation Panel and Boards as required
- To represent the organisation at meetings with local authorities and other organisations and ensure a positive profile for MSV through effective business relationships with partners and stakeholders.
- To maintain an awareness of national and local housing policy, local housing markets, need and demand in relation to development opportunities.
- To negotiate land and property purchases, development agreements, leases and building contracts liaising with solicitors, local authorities and other agencies as appropriate.
- To maintain a thorough knowledge of Homes England development and scheme work requirements including working with the HE's IMS system and the development consortium partners.
- To manage an agreed portfolio of development projects from inception to completion including appointment of multi agency project teams, attending site meetings, managing progress of schemes on site and managing handover and defects process, liaising with Housing, Leasehold and Sales staff as required
- To manage project budgets, cash flows and forecasts and to maintain accurate and up to date financial, general records and audit files in compliance with Homes England requirements.



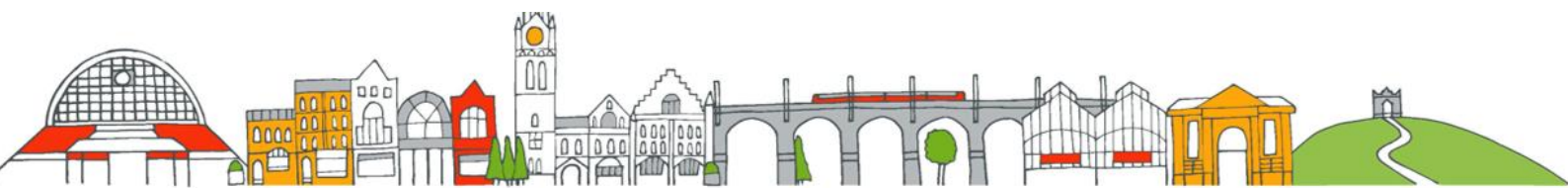
- To liaise with neighbourhoods, asset management, sales and other staff and client groups in scheme development and delivery and maintain good relationships across all MSV operational teams.
- To ensure compliance with health and safety legislation on development schemes within MSV's health and safety policy and procedures.
- To work with MSV's marketing and communications team and lead on promotion of MSV work.
- To have knowledge of MSV's Vision, Values and Corporate Plan and to assist with the delivery and promote the values of the organisation at all times.

Corporate Responsibilities

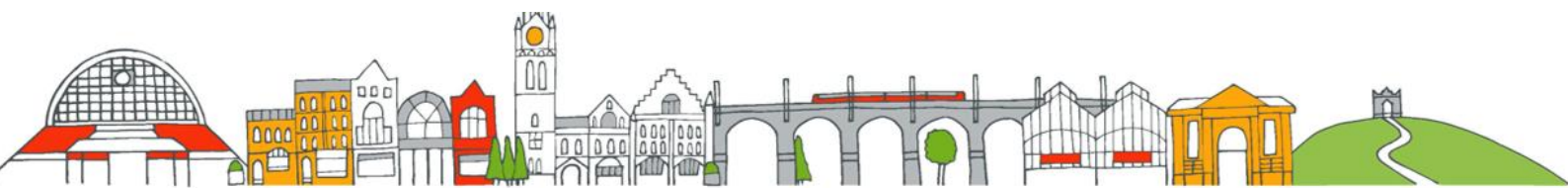
- To deliver high levels of customer services and be an advocate for MSV's WOW standards
- To take a flexible approach to service delivery and be willing to undertake other reasonable duties to meet business needs.
- To comply with and positively contribute towards MSV's vision, policies and corporate standards including health and safety, safeguarding, equality and diversity and customer service.
- To apply the principles of data protection and always maintain the confidentiality, integrity and accuracy of the Group's data.
- To support individual and other colleagues' health, safety and wellbeing.
- To represent the Group in a professional manner internally and externally.
- To attend relevant training and learning and development opportunities as required
- Any other reasonable duty as may be required.



Person Specification – Development Officer			
A – Application	I – Interview	C – Certificate	T - Test
Criteria		Essential/ Desirable	Method of Assessment
Appropriate Professional Qualification			
Property/Surveying/Construction/Housing/Project Management qualification		E	A / C
Experience and Track Record			
Proven experience of residential development with a housing association, housing developer or other property based organisation.		E	A / I
Experience with HCA funded projects and the IMS system		E	A / I
Proven track record in meeting targets and working to deadlines		E	I
Proven experience of forming and maintaining effective partnerships with external organisations		E	I
Knowledge and Skills			
Thorough knowledge of the development process, construction technology and construction contracts, the risk appraisal process, project and programme management		E	A / I
Excellent report writing and presentation skills		E	A / I
Strong analytical and numerical skills		E	I
Excellent Microsoft Office skills in all main packages		E	I
Excellent negotiation and interpersonal skills		E	I
WOW Customer Service Standards			
Demonstrate effective communication skills with a range of people ensuring delivery is professional.		E	A/I
Demonstrate effective listening skills and able to respond with kindness and compassion.		E	A/I
Show respect to all internal and external stakeholders.		E	A/I
Take accountability to serve the customer in the required service level agreement.		E	A/I
Demonstrate understanding and empathy with the needs across diverse groups and individuals.		E	A/I
Demonstrate a positive attitude and an excellent customer focus to contribute to great customer service.		E	A/I
Personal Characteristics			
Effective communicator		E	I
Self-motivated, has personal integrity and credibility		E	I
Flexible and willing to learn new skills		E	I
Aptitude for detail		E	I
Commercial acumen		E	I

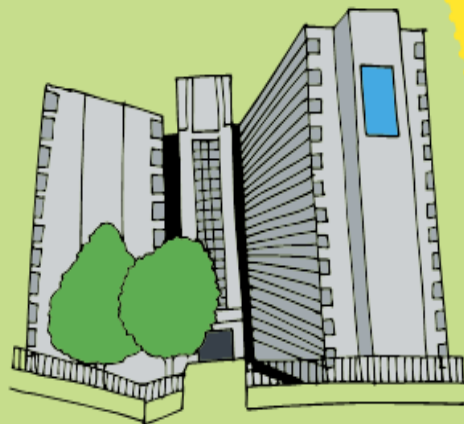


Ability to think creatively with strong problem solving capabilities	E	I
Full driving licence and ability to travel across the Northwest as required	E	A



Trafford House Hub Worker

- Hub Based Workers will work from Trafford House for **approximately 80%** of their contractual hours. They will have the opportunity to work from other hubs, sites and from home occasionally under the guidance and with the agreement of their line manager.
- Those staff who are required or identified as a Hub Based Worker will be allocated a **fixed desk** in Trafford House.



Types of Workers

Agile Worker

- Agile workers will **not work at any fixed location but can flex across locations** including home and hubs according to business need. Agile workers will judge the number of hours needed to spend working across different locations in order to meet the needs of our business and customers (internal and external) and the requirements of the role.
- Agile workers may be required to work from hubs as necessary to attend meetings or training etc. **under the guidance of their line manager.**
- All agile workers will be **allocated a reporting hub base** will which will be Trafford House.

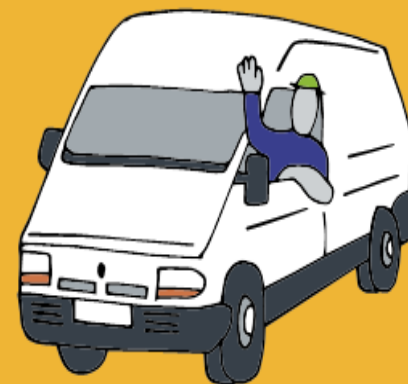
Home Based Worker

- Home Based Workers will work at home for **approximately 80%** of their contractual hours. Occasional travel to a hub, site or other location may be required for engagement and communication purposes and under the guidance of line managers.
- Attendance at training or meetings that cannot be held virtually will be **mandatory.**
- All home based workers will be able to order the **correct DSE set up and equipment**, i.e. desk, chair, monitor etc.



Site Based Worker

- Site Based Workers are staff **within our frontline services** who are not based at home or at Trafford House.
- This covers staff members in **Later Living, Younger Living and Supported Living** as well as those who will work out of **Thomas Street site** at this time i.e. operatives.



Top 6 WOW! Skills for Great Customer Service



Great communication

- Responding promptly and getting back to people within timescales
- Delivering difficult messages kindly and compassionately



Listening

- Some customers feel that they are not listened to
- Listen and take on-board what customers are actually telling you



Respect

- Give customers the same service you would want for your mum
- Appreciate a customer's house is their home



Accountability

- It is your responsibility to deal with a customer enquiry - don't pass the buck!
- If you are asked to deal with an issue, just do it!



Empathy

- Remember life is very hard for many people right now
- Walk a mile in someone else's shoes



Attitude

- The vast majority of colleagues deliver great customer service, but 1 in 4 customers are dissatisfied
- Be one of the good guys - don't be part of the problem! And if you see something that's not right, **call it out!**

How To Apply

It's really simple!

- Just visit <https://www.msvhousing.co.uk/careers/job-vacancies/>
- Answer a few questions
- Upload your CV

We will be regularly checking applications and we will contact you very quickly if you stand out from the crowd – we want the best people as quickly as we can.

We are excited to hear from you!

