



## Development Officer

### Head Office

**Hours:** 22.5 hours per week

**Part of the:** Development Department

**Responsible to:** Head of Development

### Purpose

To lead on development administrative and procedural activities to support the delivery of the development programme and provide support in all development related activities.

Supporting the identification, acquisition and delivery of affordable housing developments, to include, general needs rented, supported housing, temporary accommodation, shared ownership and Gypsy & Traveller. Also supporting the development function of Lime Property Ventures, the Group's commercial subsidiary, developing homes for open market sale.

To ensure effective development related communication between all teams at Elim Housing Group.

### Responsibilities: A Development Officer will

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| ✓ Assist in the delivery of the development programme and strategic actions   | ✓ Gather and provide information required for developments to proceed, including surveys, instructing solicitors, consultants & agents, board appraisal reports, committee reports and liaising with customers.                |
| ✓ Assist with the work of the development team, with emphasis on maintaining, reviewing, and updating development related data, to include files and folders held electronically. | ✓ Communicate effectively with colleagues in all departments within Elim, Local Authorities, consultants, agents, solicitors and other third parties to gather information and respond to queries efficiently and effectively. |
| ✓ Be directly involved with customers' defects, snagging items and feedback surveys.  | ✓ Have oversight of the handover process of new homes to customers and to be directly involved in this process on site and electronically.   |
| ✓ Communicate internally and externally on behalf of the teams including key events, PR and handover meetings.  | ✓ Use IT effectively to ensure the delivery of front-line services effective reporting of outcomes.  |

- ✓ Collate information, provide reports, compile KPIs and arrange meetings to support the work of the team.
- ✓ Provide a wide range of administrative and associated services to ensure the smooth running of the department
- ✓ To provide a cost effective and value for money service.
- ✓ To be responsible for attending and completing mandatory and other required training, development, and online courses.
- ✓ Maintain the lists of approved contractors and consultants.
- ✓ Work positively with change and contribute to the development of services as and when required.
- ✓ Contribute to and participate in appraisal and performance management processes.
- ✓ To carry out other tasks as required.

## Qualifications and Experience: In this role a Development Officer will need the following:

- ✓ Experience of working in a property related environment, having an understanding of the development process from site identification to practical completion on sites and disposing of completed homes.
- ✓ Understanding of the key drivers in the residential property market and the need to be competitive and proactive
- ✓ Experience of managing and developing productive working relationships both internally and externally.
- ✓ Significant Microsoft excel and database
- ✓ Holds a current, valid, UK driving license and has access to a car.
- ✓ Experience of data input, management and reporting.
- ✓ Experience of identifying, progressing and coordinating development led opportunities.
- ✓ The ability to problem solve and find practical solutions to issues.
- ✓ Excellent customer service skills.

## It would be great if you could also:

- ✓ Ideally have a related RICS/equivalent, appropriate qualification.
- ✓ Have experience of managing and developing working relationships with internal and external customers.
- ✓ Have experience of supporting the delivery of development programmes.
- ✓ Have experience of using development appraisal systems such as ProVal.

## Skills and Abilities: In this role a Development Officer will need the following:

- ✓ Excellent customer service, listening to customer views and issues, being proactive in finding solutions and responding efficiently and effectively.
- ✓ IT literate, skilled in the use of Microsoft Office and Excel to deliver administration and communication services.
- ✓ Have the ability to communicate effectively with residents, colleagues and third parties.
- ✓ Seeks to understand own strengths and weaknesses and takes responsibility in developing themselves and the way they operate in the working environment.
- ✓ Have the ability to communicate effectively with residents, colleagues and third parties.
- ✓ Ability to be organised and manage time effectively to deliver objectives and ensure deadlines are met.
- ✓ Have good literacy and numeracy skills.

## It would be great if you could also:

- ✓ Think creatively, problem solve and develop new processes and systems.
- ✓ Have a clear understanding of Elim Housing Group's Development & Growth Strategy and objectives of the Group.



## Values:

Elim's customers include families and single people living in our properties for rent, young people undertaking apprenticeships or training, clients within our support services and people buying houses that we have developed, among others. We have the same aim for all these relationships: to ensure that the housing and services Elim provide serve as a platform for growth, facilitating all our customers to achieve their aspirations. In this way, we make our homes truly life changing by ensuring that our service has a positive impact long after a person has left Elim accommodation.

Elim **CARES** Values were created in partnership with our customers, staff, Board and other stakeholders, and they represent our commitment to how we deliver our services and work together successfully.

We are continuously developing our inclusive, values driven culture that welcomes and embraces the diversity of our staff and customers. We expect all of our staff to promote and contribute positively to this diverse and inclusive culture.

A Development Officer lives by the Elim CAREs values:



### GENEROUS ANNUAL LEAVE ENTITLEMENT

Employees receive 25 days paid annual leave, rising by 1 day for each complete year of service to a maximum of 30 days.



### FLEXIBLE WORKING

We do all we can to encourage a healthy work-life balance.



### LEARNING AND DEVELOPMENT

We believe in developing our staff and investing in your learning and training.



### MILEAGE EXPENSES

We pay mileage expenses at a rate of 45p per mile.



### PENSION AND LIFE ASSURANCE

We are a member of the Social Housing Pension Scheme



### HEALTHSHIELD BENEFITS

Benefits available include: Employee assistance programme, healthcare cashback and shopping discounts