



Grove Community
HOUSING ASSOCIATION

distinctive/people

HR & OD CONSULTANCY



Compliance & Maintenance Officer Candidate Pack

September 2026

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Welcome

Dear Applicant,

Thank you for your interest in joining Grove Community Housing Association as our Compliance & Maintenance Officer.

In this role, you will lead our award-nominated "Helping Hand" service, maintain high health and safety standards across our portfolio, and support energy-efficiency retrofit projects for our tenants.

Why Join Us?

- **Grade 1 Rated:** Recognised by the Department for Communities for excellence in governance and operations.
- **Sustainability Focus:** Driving toward net-zero with upcoming passive housing development.
- **Local Impact:** Manage 215 general needs homes concentrated near our York Road office for minimal travel.
- **Growth & Support:** Competitive salary, solid benefits package, and ongoing professional development.

If you are a proactive professional with a multi-skilled background in social housing, we welcome your application.

Yours sincerely,

Keelan McGaghran



Meet Keelan McGaghran- Director of Operations

About Us

Grove Community Housing Association was established in 1977 when people were leaving this area of North Belfast due to the poor housing and environmental conditions.

Since then, the Association has worked successfully to improve the area through renovating old dwellings and building new homes. As a small community-based organisation, we have a stock of 215 social housing units for rent, allocated through the Common Selection Scheme.

We are regulated by the DfC and FCA and registered with the Charity Commission of NI. G.C.H.A has demonstrated achievements in the regeneration of the Grove area, and we have plans to further increase the stock portfolio and develop 31 new mixed tenure social housing units on the site of the former Grove School.

We employ a small growing dedicated staff team. We also contribute to the local construction and service industry through contracts to provide maintenance works and associated services, such as IT, accountancy and insurance.

The overall control and governance of the work of the Association is provided by the Board of Management. Members of the Board serve in a voluntary capacity, and they bring a range of skills and experience to the Association.

Along with the staff team, they share a common commitment to improving housing conditions for all Grove tenants.



At a Glance

We are a small, but growing, community based Housing Association with strong performance across all of our operational areas. We know our tenants well and they speak directly with our Housing and Maintenance Officer teams, we do not use call centres to respond to our tenants' needs.

Our performance in rental arrears is excellent and turnover is steady. Our stock is general needs homes, and our households are mostly made up of families of working age and retired persons. We have minimal recurring anti-social behaviour and our tenants know each other well and provide good support to one another.

Our staff take time to get to know our tenants. Being locally based, with our homes within walking distance of our office, we are never far away when a quick home visit is best.

We also have a 'Helping Hand' service to provide added support to our tenants and it has been nominated for several awards. All of this provides extra reassurance, particularly for our older tenants and makes for a friendly, relaxed working environment.

Click on the documents below to read them in more detail.



Tenant Newsletter
2024-2025



Our Properties



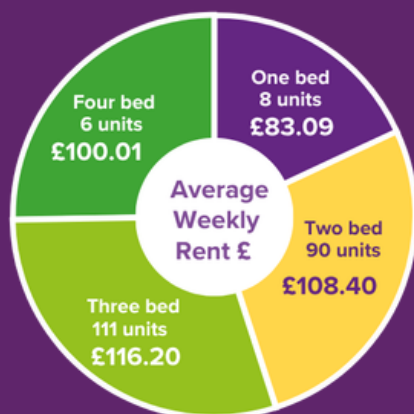
Strategic Plan 2025-30

RENT COLLECTED	2025/26	2024/25
Rent, rates & service charges due	£1,369,306.00	£1,309,048.00
Amount Collected	£1,366,280.00	£1,303,027.31
% Grove rent collection 2025/26	99.78	99.54

RENT ARREARS AS AT 31 MARCH 2026	2025/26	2024/25
Arrears of all current tenants	£55,154.00	£53,937.23
Current arrears as % of total amount due	4.03	4.12
DFC Target Rate for Arrears	<5%	<5%

ANTI-SOCIAL BEHAVIOUR	2025/26	2024/25
Complaints (First Stage)	4	5
Anti-Social Behaviour cases recorded	4	2
Court Action	0	0
Units Recovered	0	0

VOIDS LOST	2025/26	2024/25
Voids	£3,026.00	£5,342.00
Voids (%)	0.22	0.41
DFC Target Rate for Voids	<4%	<4%
Abandonments	0	0
Allocations	5	5



Compliance with Statutory Obligations

Gas Safety Certificate (CP-12) up-to-date

100%

Required Fire Risk Assessments carried out

100%

Required Carbon Monoxide alarms fitted

100%

% of HA stock that meets the Decent Homes Standard

100%



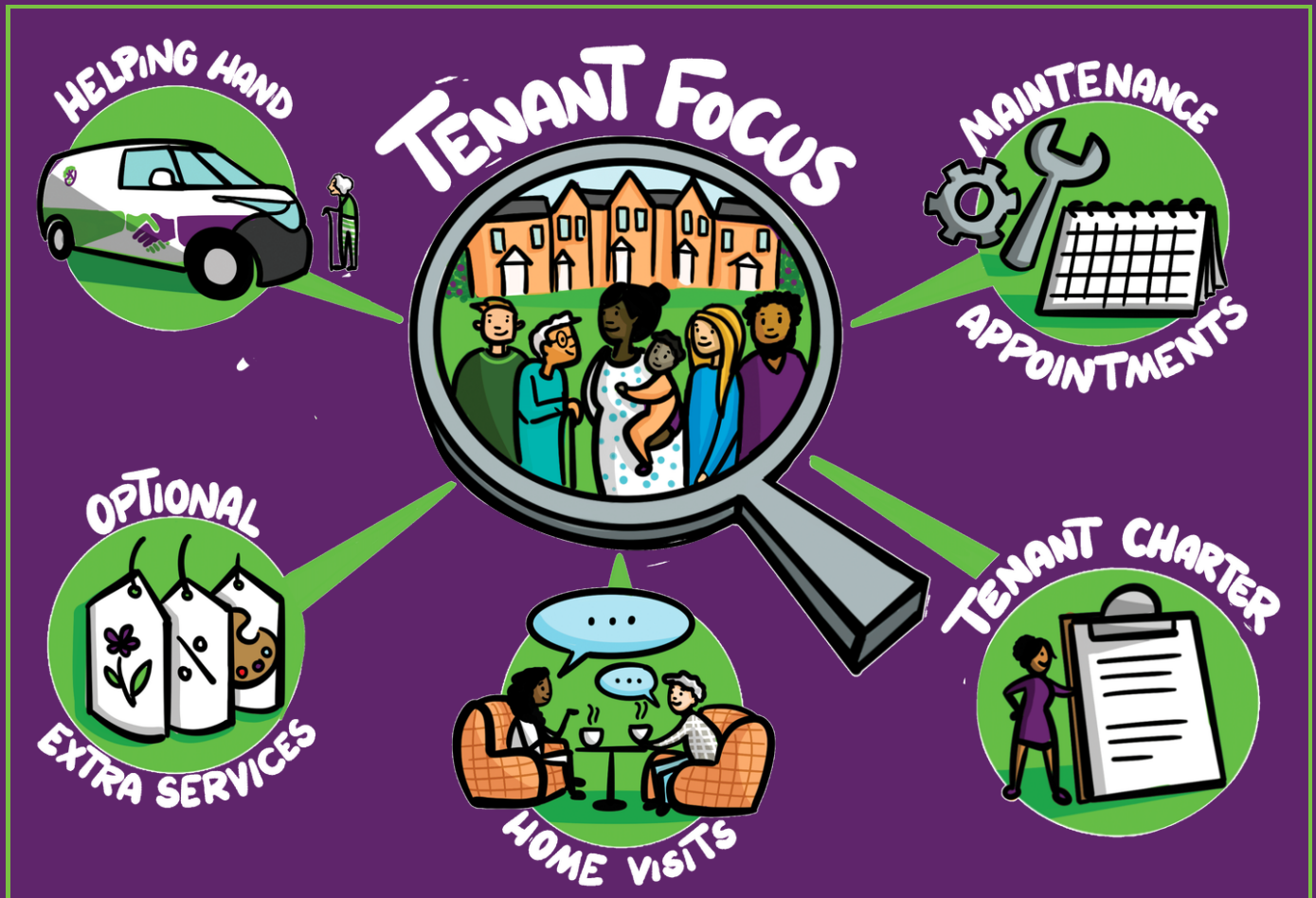
Our Strategic Goals

OUR STRATEGIC GOALS



At the heart of Grove Community Housing Association's strategy are 3 goals that are essential to securing our long-term sustainability and enabling our community to thrive.

These commitments will guide our decisions, investments, and partnerships over the next 3 years. By March 2027, we will have achieved a series of key milestones – our “strategic stepping stones” – that bring us measurably closer to these ambitions.



- Introduce a Tenant Charter to 'promise' minimum standards and guide our priority setting.
- Accessible, personalised, maintenance services that provide a choice of appointments, is increasingly delivered through the enhanced 'Helping Hand' service – at least two in-house designated colleagues.
- Provide the option to 'purchase' added services beyond our core contractual offer.
- A one to one consultation if requested with each household to assess their maintenance needs and plan for their delivery with target dates.

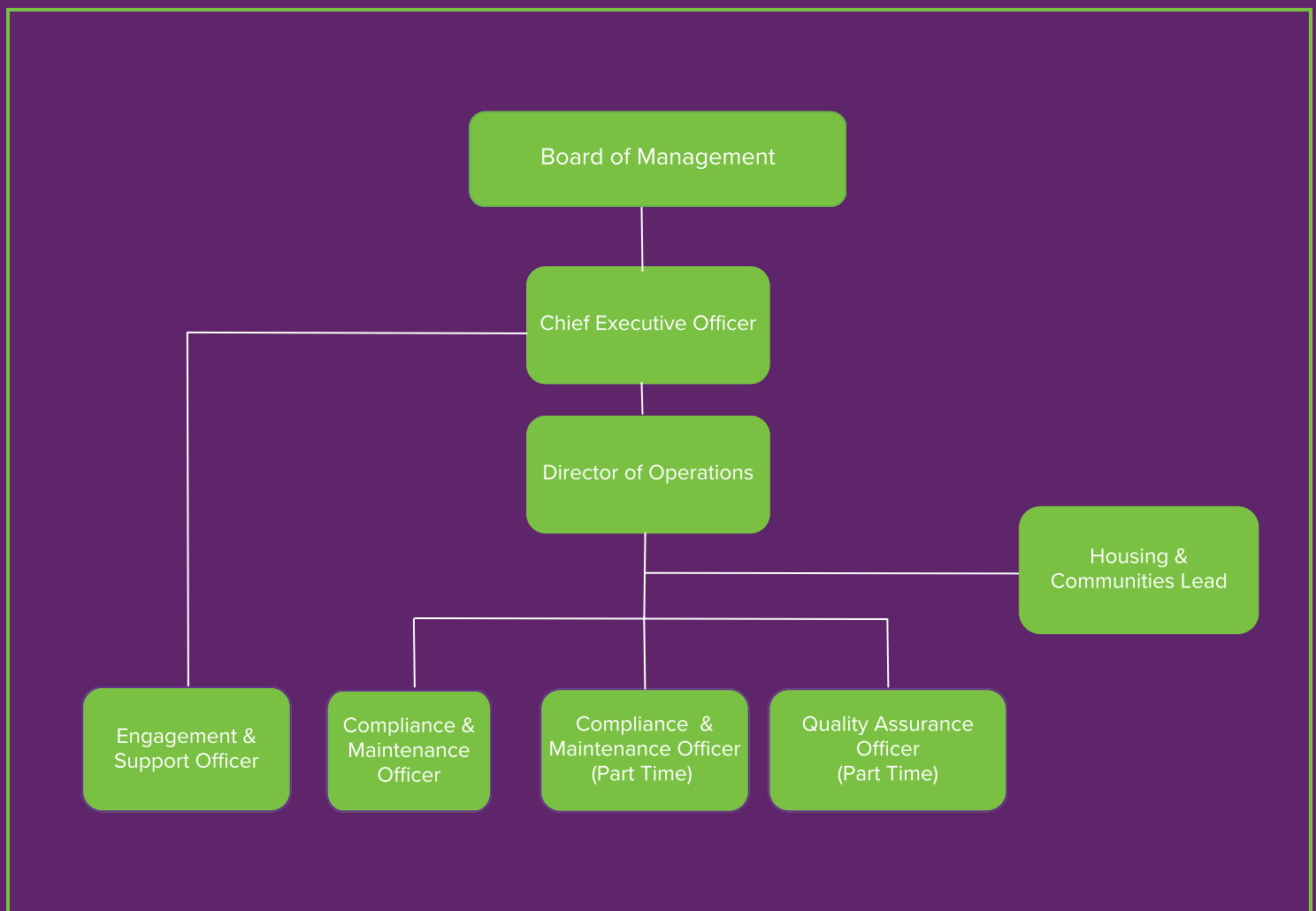


- Establish community connections via four 'special interest' groups that work in pursuit of improving the community of Grove e.g. cooking, gardening, art, local history, sport activity etc.
- Develop partnerships in pursuit of establishing at least two social enterprises initiatives – these social enterprises should have the prime objective of creating local employment opportunity and delivery a service of community value e.g. village bakery, small repairs centre, gardening, tourism etc.
- Formalise a calendar of community events for each season Spring, Summer, Autumn, Winter - planning and delivery through an established 'village' community group and encouragement of local celebrities to participate providing profile & pride.



- Delivery of 31 new build social housing units to be onsite by March 2027.
- Establish a development programme that consistently delivers increased number of homes throughout the period 2027-2031.
- Survey and allocate % of projected surplus each year to retrofitting homes.
- Establish three 'Green' agenda plans for People, Place and Planet.
- A commitment to strive for all new homes to be built to Passivhaus standards.
- Complete planned maintenance and improvements annually not through a desktop exercise but in consultation and partnership with each tenant.

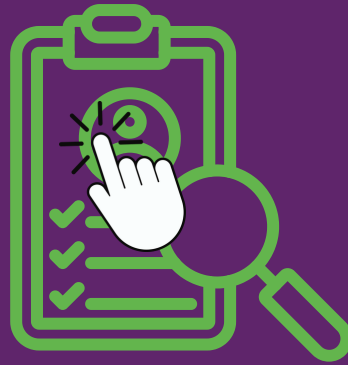
Organisational Structure



Role Profile & Person Specification

Role Purpose

The Compliance and Maintenance Officer will provide an efficient, responsive and customer-focused asset management and maintenance service to GCHA customers, ensuring the Association's asset base is maintained and developed to a high standard to meet the needs of tenants and staff. The role will ensure a high level of compliance across all assets, with a proactive and solutions-focused approach to health and safety, while playing a lead role in delivering the "Helpful Hand" practical maintenance service and supporting wider service delivery objectives. The postholder will also provide practical advice and guidance on sustainability and retrofit, helping to educate and support tenants in improving energy efficiency.



[Click above to read the full job description](#)



Terms and Conditions



Salary

£38,652.89 to £41,786.91



Annual Leave

25 days in year 1, rising to 27 days after 5 years, and 30 days after 10 years.



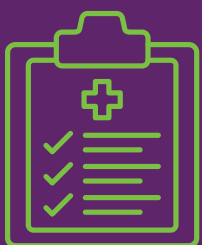
Pension

NILGOSC Pension (15.5% employer contribution).



Hybrid Working

At least one day's remote working per week following probation.



Private Medical Cover

Benenden Healthcare Package, benefits included:

- 24/7 GP Helpline.
- 24/7 Mental Health Helpline.
- Care Planning and Social Care Advice.
- Medical Diagnostics – when there's a wait on the NHS.
- Medical Treatment – when there's a wait on the NHS.
- Physiotherapy.
- Mental Health Support.
- Cancer Support.

Key Dates & How to Apply

Read the pack carefully: Before doing anything, make sure you know what we are about and what the role involves.

Polish up your CV: Ensure it tells us what you can bring to the role and organisation but make sure it's no longer than three pages. Please also send a cover letter of no more than two sides of A4 telling us how you feel you meet the requirements of being the Compliance and Maintenance Officer, as set out in this Candidate Pack.

Send it all into us before the deadline: Send your CV and cover letter, with the role in the subject bar, to: recruitment@distinctivepeople.co.uk by 9am on Monday 12th October 2026. Please also include the following forms [Fair Employment Monitoring Form](#) and [Personal Declaration Form](#).

Inclusivity and Accessibility are very important to us at Grove. If this means of applying does not work for you, that's not a problem. Just contact Lissa Khan on 07971 782357 and we'll arrange for your application to be submitted in the best way for you.

Key Dates

Closing Date: Monday 12th October 2026
Interviews (in person): Tuesday 20th October 2026

Interested? For more information, please contact:

Lissa Khan

Executive Assistant

Distinctive People HR & OD Consultancy Ltd

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