



JOB PROFILE

POSITION:	Tenant Services & Engagement Manager	REPORTING TO :	Chief Executive Officer
CONTRACT:	Full-time Permanent	LOCATION:	Blanchardstown
		DATE:	May 2017

Principal Objective of Position

This role will form part of the senior management team with responsibility for housing services and tenant engagement. The purpose of this role is to manage and develop the housing services team to deliver best quality service to our tenants and other stakeholders and to drive the effective implementation and ongoing management of the Customer Relationship Management (CRM) element of the new Housing Management System (HMS) across the Housing Team. The successful candidate will also lead in the development and implementation of a Tenant Engagement Strategy and will drive and innovate in the development of policies and procedures that reflect our requirement to deliver best practice to our tenants.

Responsibilities:

The key accountabilities and associated duties include –

1. Ensure Delivery of Housing Services in Line with North & East Strategic Plan

- Management of the housing/tenant services team to provide services to the Association's tenants to required standards
- Lead, support and provide guidance to the housing services team in the provision of housing and tenant engagement activities
- Seek opportunities to innovate in the development of tenant services
- Maintain policies and procedures on tenant services to ensure they meet best practice and continue to meet tenants' needs
- To ensure the Association complies with all regulatory standards and requirements necessary in the letting and management of our homes

2. Implementation of Housing Management System (HMS)

- To ensure effective implementation and management of the CRM element of the Association's Housing Management software across the Housing Team
- Perform the role of housing project lead as part of the HMS implementation project team
- Interact and engage proactively with other project leaders and staff to ensure the HMS systems performs to its full potential across all departments
- Contribute to the design and implement key performance metrics for monitoring team performance and reporting templates
- Continually review the opportunities to enhance the use of the software to enhance tenant



engagement and delivery of services to meet the objectives within the North & East strategic plan

3. Tenant Service Development & Improvement

- Ensure all services are delivered in accordance with agreed policies/procedures of the organisation
- Set and ensure delivery of high levels of performance with regard to relevant housing management performance indicators – voids, rent collection, arrears, allocations, repairs
- Monitor and regularly review all tenant and estate management services to ensure they are continuously improving, initiating action where required
- Ensure that appropriate mechanisms are in place to deliver continuous improvement in service delivery and customer care in accordance with policy
- Continue the enhancement and development of existing services

4. Tenant Engagement

- Develop and implement a tenant engagement strategy to consult with tenants on all matters relevant to them
- Keep North & East informed of the view of our tenants on our business activities
- Support the Housing Services Team initiatives in community events that increase tenant engagement and enhance community participation
- Encourage creativity in activities that seek to consult and seek the views of tenants and other relevant stakeholders.

5. Staff Support

- Lead and direct the Housing Management Team
- Line manage housing staff, conducting regular support and supervision meetings in line with our Personal Development Process
- Guide, support and mentor staff on career and personal development within the Association
- Review staffing resources on an on-going basis, identifying and recommending any changes necessary
- Responsible for the effective recruitment, induction, training and supervision of new staff

Job Specification

Essential

- Third level qualification ideally in consumer, management or business studies
- Developed leadership and management skills
- CRM implementation and management experience
- Excellent IT skills
- Excellent Communication and reporting skills
- Customer empathy
- Project management experience
- Car driver/Full Driving Licence

Desirable



Private & Confidential

<ul style="list-style-type: none">➤ Experience working in Property / Housing services➤ Minimum 5 years' experience as a customer service team manager
--

Competencies:
1. Customer focus
2. Leadership
3. Understanding others
4. Teamwork
5. Employee Development/Coaching
6. Project Management
7. Planning & organisation

REPORTING STRUCTURE:	
Directly: 4	Indirectly: 0
KEY RELATIONSHIPS :	
Internal: <ul style="list-style-type: none">• CEO• Management team• Housing Team members• HMS Project Leaders	External: <ul style="list-style-type: none">• Local Authorities• Local Community Groups• Irish Council for Social Housing