

**JOB PROFILE**

|                  |                     |                             |   |
|------------------|---------------------|-----------------------------|---|
| <b>POSITION:</b> | Housing Officer     | <b>REPORTING TO (NAME):</b> | Tenant Services & Engagement Manager                        |
| <b>Contract:</b> | Full-time Permanent | <b>LOCATION:</b>            | Head Office, Blanchardstown & other office bases as agreed. |
|                  |                     | <b>DATE:</b>                | March 2019  |

**Principal Objective of Position** (the general nature, level, purpose and objective of the job):

The Housing Officer will be part of a team that will engage with tenants and relevant stakeholders internally and externally to deliver high-quality tenant services with a customer service focus in conjunction with our tenant support desk. The area covered may include housing estates in counties Louth, Monaghan, Meath, Laois, Wicklow and Dublin. You will be responsible for providing a professional service in tenant engagement, estate management and arrears management, through establishing strong relationships with individual tenants and the wider community.

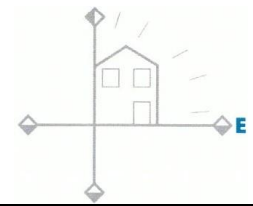
**Responsibilities:**

The list should contain each and every essential job duty or responsibility that is critical to the successful performance of the job. The list should begin with the most important functional and relational responsibilities and continue down in order of significance.

The key accountabilities and associated duties include –

**Tenant Engagement & Estate Management**

- Managing your designated schemes/units in accordance with the Association’s policies and procedures and through use of the Housing Management System.
- Acting as primary contact for every resident in your area, responding to all tenancy/leasing enquiries referred from our residents, other agencies and Head Office
- Carrying out annual home visits to ensure tenant engagement is maintained and the property is in good condition.
- Working with residents to maximise tenant engagement, facilitating involvement with North & East and ensuring the tenant voice is heard.
- Assisting residents to set up appropriate structures to optimise the involvement of residents in their scheme e.g. resident’s associations and social media platforms.
- Helping to form contacts with neighbouring groups to ensure that North & East Housing Association schemes assimilate into the wider community
- Providing information on external agencies, whose services may be of benefit to tenants
- Attending Residents’ Associations meetings, Local Forums and AGMs as appropriate; identifying necessary estate improvements and supporting residents in attracting funding grants for community initiatives
- Responding to and resolving informal complaints/resident dissatisfaction on service delivery issues on the estate



- Instigating enforcement action in respect of breaches of tenancy conditions, representing the Association in legal proceedings e.g. RTB adjudications and tribunals.
- Producing reports as required on housing management for all schemes in your allocated estates.
- Supporting community activities in designated estates.
- Address cases of Anti-Social behaviour early and ensure that any tenant disputes with North & East are managed in a pro-active manner; prepare case files for any tenant dispute that requires legal action and keep manager informed at all times

#### **Rent**

- Monitoring rent arrears through engaging with tenants at the earliest opportunity in arrears process to avoid escalation of debt and legal proceedings.
- Managing service charges and sundry debt arrears to prescribed objectives.
- Providing residents in need with advice and support to sustain tenancies
- Preparing cases/ advising solicitors for court and representing the Association

#### **Lettings/Allocations**

- Develop and maintain effective working relationships with the local authority housing team in your areas, informing them of vacancies and liaising with them on allocations.
- Assessing and interviewing prospective tenants for vacancies and producing associated reports.
- Carry out Pre-Tenancy Training with all new tenants.
- Co-ordinate the moving in of all new tenants in conjunction with development, property & finance teams.
- Letting and allocating properties and managing void times as per the Associations Allocations & Re-let Policy
- Utilising the housing management computer system to up-to-date and administer all relevant housing management files

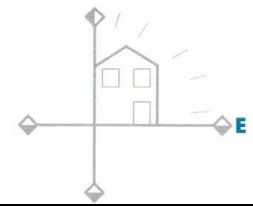
#### **Repairs**

- Monitoring the performance of approved maintenance contractors through tenant satisfaction reports and carrying out some pre- and post- inspections of responsive repair works orders
- Liaising with Property Services and the Tenant Support Desk on repairs and works orders as appropriate, arising from estate visits or resident contact.

#### **Ad Hoc Duties**

- Participate in training and business development plans with management, as required.
- Perform tasks related to the day to day running of an effective service including; carrying out health & safety duties, administrative & financial procedures in accordance with policies.
- Carry out any other duties as may from time to time be directed by your line manager.
- Promote and comply with all regulatory requirements including RTB legislation, GDPR legislation and the Housing Regulator.

This description has been designed to indicate the general nature and level of work performed by employees within this position. The actual duties, responsibilities, and qualifications may vary based on assignment or group.



**Job Specification** (the minimum qualifications needed to perform the essential functions of the job such as education, experience).

Essential:

- Minimum of 3 years' previous practical experience in housing and/or social care area.
- Excellent communication and reporting skills.
- Person-Centred Approach
- Full driving licence.
- PC literate and competent in using Word Excel and Outlook.
- Knowledge of Housing Management software an advantage

Desirable:

- Property or Professional Housing Management Qualification
- Experience in customer care driven roles
- Experience in driving digital projects and use of social media platforms for engagement
- Understanding of repairs and maintenance requirements and process.

| <b>Competencies:</b>       |
|----------------------------|
| 1. Customer Focus          |
| 2. Teamwork                |
| 3. Interpersonal Skills    |
| 4. Planning and Organising |
| 5. Problem Solving         |
| 6. Self-Starting           |
| 7. Appreciating Others     |

| <b>REPORTING STRUCTURE (number of team members supervised in this job):</b> |                   |
|---|-------------------|
| Directly: 0   | Indirectly: 0     |
| <b>KEY RELATIONSHIPS (please specify contacts):</b>                         |                   |
| Internal: Housing, Property, Development, Finance, Admin                    | External: Tenants |