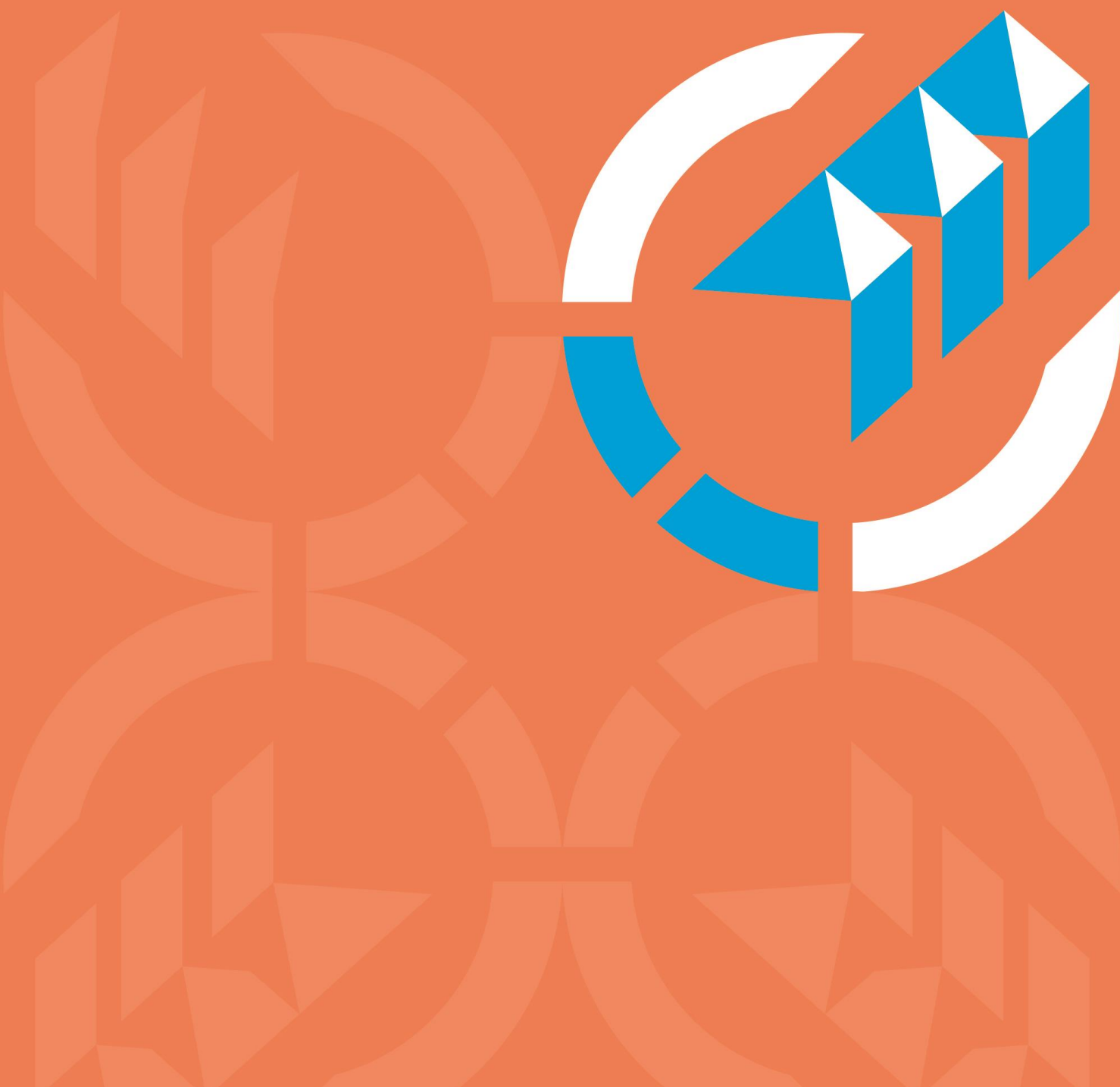


## Property Services Officer

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Candidate pack | August 2025





**North & East**  
Housing Association  
Building & Supporting Communities

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**North & East**  
Housing Association

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## Welcome to our organisation

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I am so pleased you are taking a closer look at this opportunity to join North and East Housing Association (NEHA).

The role of Property Services Officer is to work with North and East Housing Association's Senior Property Services Officer to ensure all necessary technical services are delivered to a high standard. This will include but not limited to stock condition surveys, building survey reports, defect diagnosis, property inspections, snagging, contract administration and providing technical support to staff.

NEHA is a special place. We are very much rooted in our community and have always taken a tenant-centred approach. It is one of our values and as such, it runs through all that we do.

We will value the skills and experience you will bring to this role. Your creativity and insights will help us to review, and re-set as needed. You will be part of a small team taking collective responsibility to support our strategic direction and to ensure we are well positioned for that journey.

Our legacy of some thirty years is anchored in a commitment to ensure that our tenants live in homes and communities to be proud of. Our future is about considering both proven and innovative approaches that are in the interests of our tenants. I hope you will read on to find out more about this unique leadership opportunity to be a part of our future.

Kind regards

Vincent

**Vincent Keenan | Chief Executive**



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## About NEHA

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NEHA exists to provide high quality, secure and affordable housing, appropriate to the needs of families and individuals in the northern and eastern regions of Ireland.

We support thriving communities through quality housing and continuing support for our tenants. We are a values-based organisation and a not-for-profit business with social objectives, which means that all our resources are reinvested in providing homes for those in need of housing.

We have 841 homes and provide housing management and tenant support services to tenants in twenty-six locations across eleven local authority jurisdictions. NEHA is primarily a general needs Approved Housing Body (AHB); however it also provides housing services with partners that focus on housing for people with specific needs.

Our vision is to create vibrant, thriving communities by providing high quality and secure housing appropriate to the needs of families and individuals.

Our purpose is to provide sustainable quality homes and support the development of integrated and inclusive communities. We aim to create housing that allows individuals and families of diverse backgrounds to live and thrive together. We are committed to building and providing more homes to meet ongoing housing needs in collaboration with all our partners.

Our vision and purpose is underpinned by four values:-

### **RESPECT**

- Treat everyone equally with respect and dignity.  
Embrace and value different views.
- Show empathy and understanding of others.

### **TRUST**

- Act with integrity and honesty.
- Dependable and consistent in actions.
- Uphold high standards of governance.

### **TENANT-CENTRED**

- Communicate clearly and respectfully, ensuring tenants' voices are heard.
- Provide maintenance and management for our tenants' homes with a focus on quality and sustainability.

### **COLLABORATIVE**

- Working collaboratively with stakeholders to deliver on the purpose of the organisation.
- Partner with local authorities, government agencies and departments, other AHBs and housing providers to achieve our growth ambition.
- Work with other AHBs of a similar size to seek to develop, and potentially amalgamate, to evolve and grow to create an AHB that can deliver at significant scale.



## Role profile

### Principal Objective of Position:

To work with North and East Housing Association's Senior Property Services Officer to ensure all necessary technical services are delivered to a high standard. This will include but not limited to stock condition surveys, building survey reports, defect diagnosis, property inspections, snagging, contract administration and providing technical support to staff.

### Responsibilities:

#### Stock Condition Surveys

- To survey the existing housing stock and assist the Senior Property Services Officer with the implementation of the Association's Asset Management Strategy.
- Verify current stock condition of the properties and identify all necessary property data information.
- Input collated property data information and populate into North and East's asset management system (Civica CX).
- Validate all asset related data currently held and update accordingly.

#### Responsive Repairs & Maintenance

- Carry out defect diagnosis inspections and prepare reports.
- Undertake pre and post inspections of repair work and producing detailed and accurate reports.
- Preparing schedules of works and specification and obtain quotations for repairs.
- Instruction and inspection of contractors work on site when required.
- Inspecting and reporting on a sample of completed repairs and service agreement work to ensure that the Association's standards are met.
- Providing technical assistance to Housing Team as required.
- Carry out inspections of void properties and prepare list of repairs in addition to those required under the North and East's void letting Policy, monitor work and carry out snag and post inspections

#### Planned & Cyclical Maintenance

- Undertake pre and post inspections of properties and works included in planned and cyclical maintenance programme.
- Attending contract meetings for planned and cyclical maintenance schemes and monitoring progress and performance.
- Assist with preparation of specifications and contract documentation for maintenance contracts and advising on the appointment of contractors.
- Assisting with preparation, implementation, and management of planned and cyclical maintenance programmes.



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- Assist with the supervision of planned maintenance contracts and cost control.
- Assist with carrying out feasibility studies for 'Spend to Save' planned preventative maintenance works.
- Liaise with Tenants and Contractors on the cyclical planned programme and quality control.
- Management of service contract providers and inspection of work

#### **Ad hoc Duties**

- Contribute to the on-going activities of the senior management team.
- Undertake other occasional duties which are consistent with the responsibilities of the post

## **Person specification**

### **Qualifications, experience and skills**

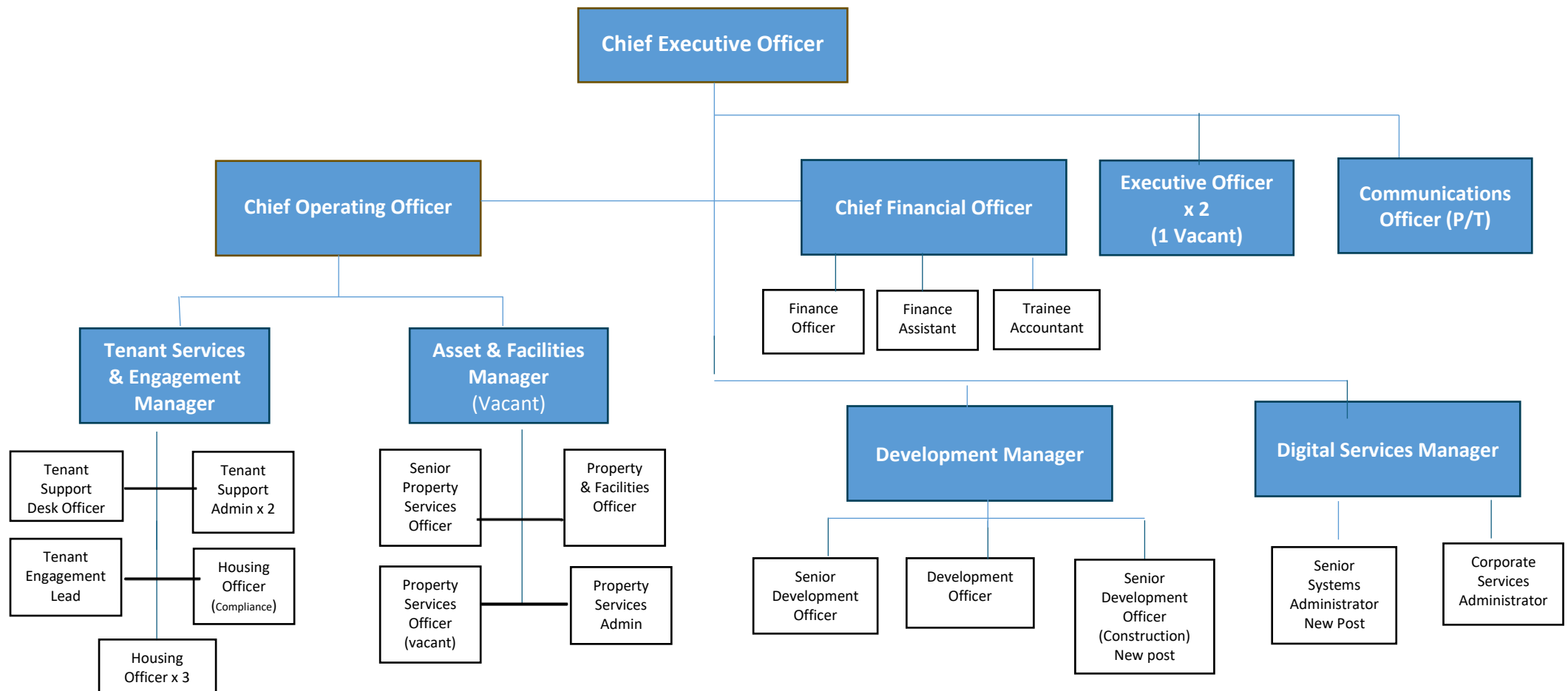
- Candidates will have at least 3 years' experience in a similar role.
- Minimum of Degree (at level 8 of NFQ) required in Building Surveying or equivalent.
- Professional membership of the Society of Chartered Surveyor and the Royal Institute of Chartered Surveyors or equivalent – Desirable.
- Managing Safely in Construction Certification desirable
- Full driving licence and use of car / Ability to meet the mobility requirements of the post.
- Specialist role related knowledge, specially building surveying & building pathology.
- Experience in carrying out building and schedule of conditions surveys.
- Experience in planned and cyclical maintenance and production of relevant inspection reports.
- Knowledge of Health and Safety legislation and compliance within a construction setting.
- Financial control and budget management skills
- Experience of using AutoCAD in preparation of plans and details.
- Knowledge of techniques of residential construction and their services systems for both single houses and multi-occupancy units.
- Communication skills –verbal and written, report writing & presentation.
- Ability to work accurately / attention to detail.
- PC literate and competent in using Microsoft Word, Excel, and Outlook.
- Experience of housing/asset management-based software desirable.
- Attend training appropriate to your role and ensure continuing professional development.



## Competencies

- Teamwork
- Customer focus
- Interpersonal skills
- Self-starting
- Planning and Organising
- Problem Solving
- Time and Priority Management

## Our structure







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## Key terms & conditions

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### Salary:

The salary range for the post is €48,488 - €65,164pa, depending upon experience.

### Location:

The head office and main location for this role is in Blanchardstown, D15.

Hybrid working is possible after completion of first three months of service. But visibility in this role remains key and the postholder is expected to manage their office presence accordingly.

### Probation and notice period:

The probation period is 6 months.

Notice period after that is 1 month.

### Additional benefits:

- CIH membership and professional body fees
- Free parking at NEHA offices
- 25 days annual leave
- Company additional days
- Individual training & development programme
- Employee assistance programme
- PRSA pension scheme
- Enhanced maternity & paternity benefit
- Travel & subsistence allowance
- Death in service benefit.



## How to apply and key dates

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### To apply for this role:

Please send your CV and supporting statement to:

[hr@neha.ie](mailto:hr@neha.ie)

### Key dates:

Closes: Wednesday 10<sup>th</sup> September 2025 @ 5:00 pm

### Queries:

If you have any queries, please email [hr@neha.ie](mailto:hr@neha.ie)



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