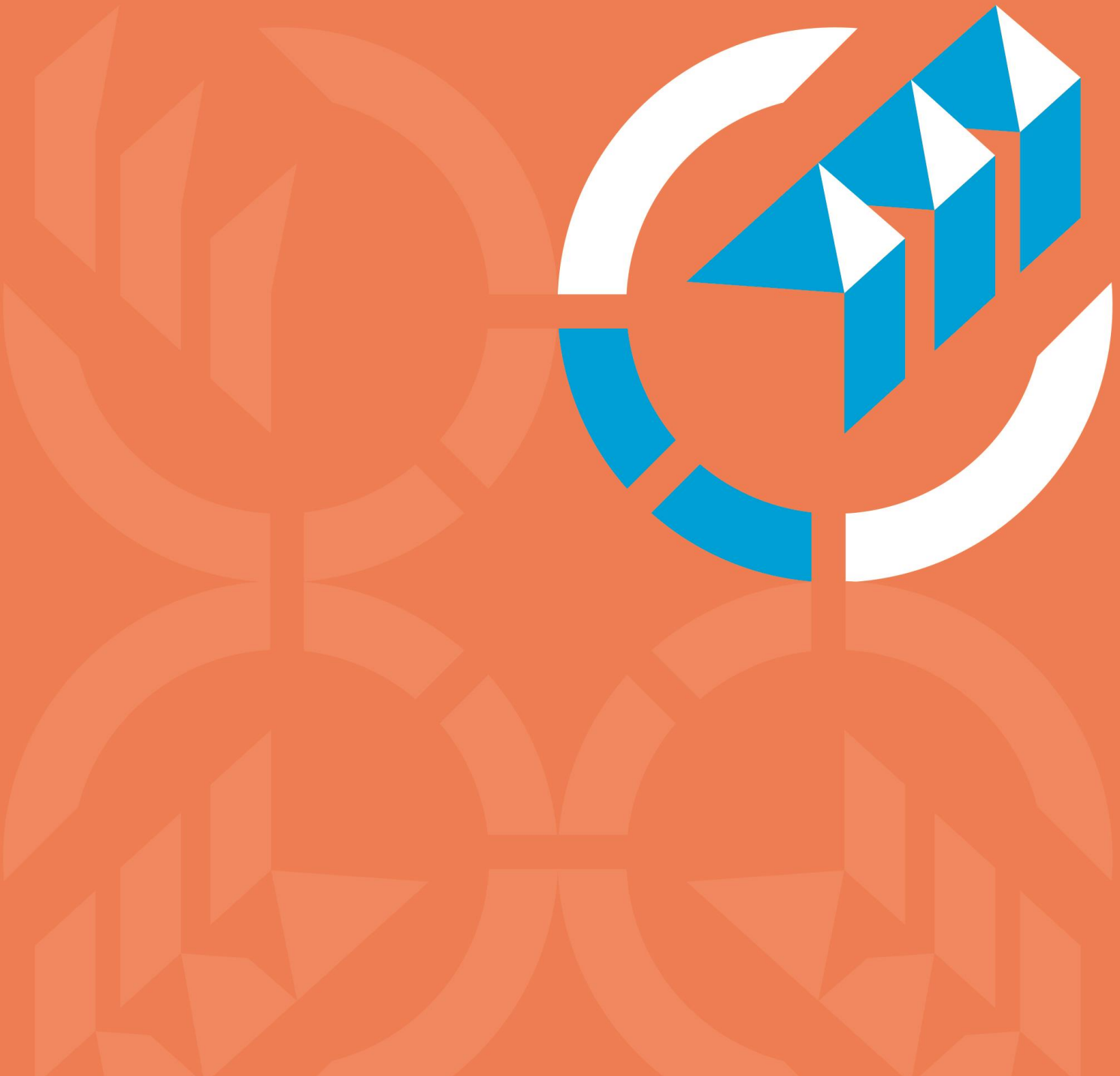


Tenant Services & Engagement Manager

Candidate pack | January 2025





**North & East
Housing Association**

Building & Supporting Communities

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Welcome to our organisation

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

This is a significant role forming part of a larger management team with responsibility for the delivery of services to tenants, ensuring respectful tenant engagement is central to all operations. Managing the housing/tenant services teams, including the Tenant Support Desk, is a key function of the position, supporting them to deliver a best quality service to our tenants and other stakeholders. You will take the lead in further development of the customer relationship management function to tenants, including enhanced digitization of systems and processes, and in the further development of our Tenant Engagement Strategy. In collaboration with Development and Asset and Facilities Management teams, you will drive excellence in housing provision and customer satisfaction

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 anticipate that our new TSEM will also hold a strong belief that being tenant-centred is crucial when working within social housing. It is what keeps us grounded and provides assurance that what we do is having the right impact. You will be leading a great team who will welcome your oversight on how we can be more efficient, agile and adaptable, without losing the essence of who we are. The operating environment is challenging, but at NEHA we welcome the added scrutiny that goes with the raising of standards.

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 management team taking collective responsibility to support the setting of 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 Keenan | Chief Executive



About NEHA

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 some 800 homes and a strong pipeline of delivery. We 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 provide high quality, secure and affordable housing, appropriate to the needs of families and individuals in the northern and eastern regions of Ireland.**

This vision is underpinned by three **values**:

Tenant Centred



- We communicate with tenants in a clear and respectful way and ensure that their voice is heard throughout the organisation.
- We make our tenants aware of their rights and obligations as tenants.

Trustworthy



- We are committed to the highest standards of governance as an AHB and as a Registered Charity.
- We are careful stewards of our housing stock and are committed to high standards of accessibility and environmental sustainability.

Collaborative



- We work in partnership with Local Authorities, Government agencies, other housing associations, voluntary bodies and private developers who share our commitments and values.



Role profile

POSITION:	Tenant Services & Engagement Manager	REPORTING TO	Chief Operating Officer
Contract:	Full-time Permanent	LOCATION:	Head Office, Blanchardstown.
		DATE:	<i>January 2025</i>

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 guide the housing/tenant services team in the provision of housing and tenant engagement activities
- Seek opportunities to innovate in the development of tenant services
- Develop and maintain policies and procedures on tenant services to ensure they meet best practice and continue to meet tenants' needs
- Be responsible for the implementation of all rent and service charges related policies, ensuring arrears management is administered in line with the Association's policies.
- To ensure the Association complies with all regulatory standards and requirements necessary in the letting and management of our homes
- Take responsibility for regular reports to NEHA board and external stakeholders
- Responsible for the management and utilization of a number of key budget lines associated with tenant engagement, estate enhancements and community development

2. Tenant Service Development & Improvement

- Ensure all services are delivered in accordance with agreed policies/procedures of the organisation
- In conjunction with the Asset and Facilities Management team, 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
- Work with external stakeholders and partners to enhance quality of life for tenants and create links that benefit the whole community.
- 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
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3. Tenant Engagement

- Develop a clear vision for Tenant Engagement in NEHA and communicate that vision with all stakeholders.
- Implement the tenant engagement strategy and consult with tenants on all matters relevant to them
- Keep North & East informed of the view of our tenants on our business activities
- Support (along with the Housing Services Team) 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 stakeholders.
- Develop mechanisms for communicating with tenants effectively including digital offerings.
- Develop feedback opportunities for tenants that seek to increase performance of tenant services
- Ensure publication of annual tenant report.

4. Staff Support

- Lead and direct the Tenant Services Team
- Draft and agree a PDP (Personal Development Plan) for Tenant Services team members, in consultation with HR
- Ensure the Tenant Services team are delivering in line with their key accountabilities, conducting regular support and supervision meetings in line with PDP process
- Identify and agree staff/ team training needs and encouraging, supporting and evaluating staff training and development in line with the business objectives
- Keep informed of key technical and regulatory developments and make relevant information available to team members
- Plan staff resources, in consultation with HR
- Responsible for the effective recruitment, induction, training and supervision of new staff

5. Leadership

- Lead the Tenant Services & Engagement function of North & East Housing Association
- Support leadership development within the Association by working collaboratively as a member of an effective management team
- Contribute to the effective delivery of a quality service through the formulation, review and proper implementation of policies and procedures
- Implement Tenant Services elements of the organisation's Strategic and Business Plans
- Lead and develop a team of dedicated professionals supporting them to deliver on the key business objectives
- Champion the mission & values of North & East



- Contribute to the on-going activities of the senior management team
- Participate on forums/working groups/committees as required

6. General

- Comply with the requirements of Data Protection, Equal Opportunities, Equality, Health, safety and Welfare at Work legislation
- Undertake other occasional duties which are consistent with the responsibilities of the post

A leadership role profile cannot feasibly cover every issue which may arise, and the postholder is expected to be sufficiently flexible to carry out other duties as required.



Person specification

Qualifications, experience and knowledge

Essential

- Third level qualification ideally in social, 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
- Solution orientated
- Car driver/Full Driving Licence

Desirable

- Experience working in Property / Housing services
- Experience as a customer service team manager
- Communications and digital media.

Practical requirements:

- Willingness to travel and if required overnight stays for work purposes

Skills and abilities

- a. Have a passion for the delivery of affordable housing and how it transforms people and place.
- b. An effective people leader, able to motivate and inspire, skilled at bringing people together to deliver their very best, and also act as a team-player.
- c. Able to exercise sound judgement, that is evidence-based; can give advice to others and be accountable for that advice.
- d. Excellent communication and inter-personal skills.
- e. Able to ensure the commitment to equality, diversity and inclusion runs through all that the organisation does.
- f. Able to assess risk and promote risk awareness without being risk averse.
- g. Can champion the optimisation of the use of IT and other new technology.
- h. Able to value tenant, community and staff feedback and influence.



Personal attributes

- i. Passionate about service quality.
 - j. Champions the rights of tenants.
 - k. Operates with a high degree of probity, is open and transparent while respecting confidences.
 - l. Leads by example as a leader.
 - m. Has a collaborative style that engages people and promotes positive relationships.
 - n. Integrity, which earns respect.
 - o. Tenacity and resilience, with drive.
 - p. A commitment to learning for yourself and others.
 - q. A willingness to work flexibility, with agility and visibility.
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Key terms & conditions

Salary:

The salary range for the post is €63,813 to €85,759 pa, 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 leadership 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 3 months.

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

To apply for this role:

Please send your CV and supporting statement to: hr@neha.ie

Key dates:

Closes: Friday 31st of January 2025 at 5:00 pm.



North & East
Housing Association

Building & Supporting Communities

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