

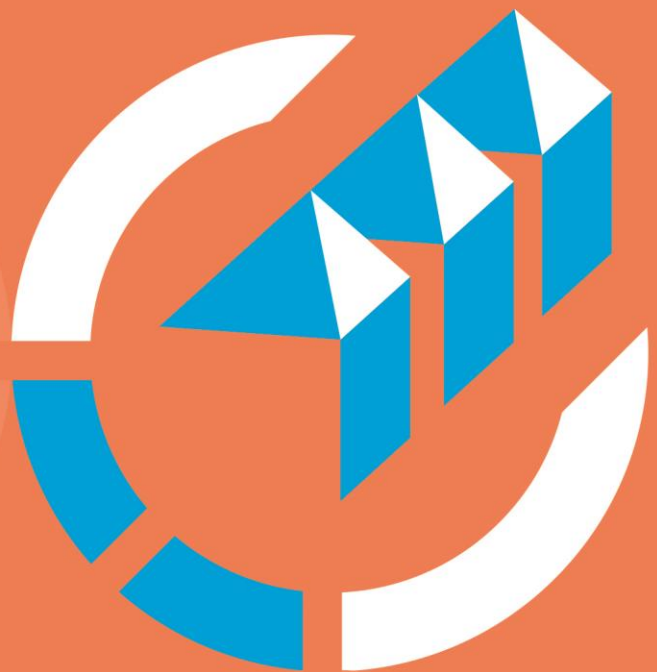
2025



**North & East**  
Housing Association

Building & Supporting Communities

# Property Services Administrator (Temporary Contract - Maternity Cover) Recruitment Pack





## About North & East Housing Association

North & East Housing Association 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 every penny we make is reinvested in providing homes for those in need of housing.

We provide housing management and tenant support services to projects in twenty-six locations across eleven local authority jurisdictions. North & East is primarily a general needs AHB, but it also provides housing services with partners that focus on housing for people with specific needs.

The Association's 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.



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### Why Work with North & East?

Working with NEHA you will benefit from a highly supportive working environment and an attractive benefits package which includes the following:

- Competitive salaries
- Free parking at NEHA offices
- 25 days Annual Leave
- Company Additional Days
- Hybrid Working – on completion of 3 month's service.
- Individual Training & Development Programme
- Employee Assistance Programme
- PRSA Pension Scheme
- Enhanced Maternity & Paternity Benefit
- Travel & Subsistence Allowance
- Death in service benefit.





## About the Role?

<b>Position:</b>	Property Services Administrator	<b>Reporting to</b>	Senior Property Services Officer
<b>Contract:</b>	Full-time - Temporary Contract Maternity Cover	<b>Location:</b>	Head Office, Blanchardstown (Hybrid working available.)
<b>Salary Scale:</b>	€35,178 to €45,899	<b>Date:</b>	May 2025

## Principal Objective of Position:

North & East Housing Association are seeking to recruit a Property Services Administrator on a Temporary Contract to cover maternity leave within the Property Services Team.

This is a key position providing a range of first-level support on administrative services both within the Property Services team and on occasion the wider organisation. The role holder will be responsible for assisting with the smooth running of all areas of property services in terms of office administration, repairs and property servicing, communications with tenants and general administrative tasks. The post holder will also assist with facilities management and assist with other tasks on a needs-be basis.

Possessing strong organisational skills and self-motivation, the role holder will enjoy a busy and dynamic working environment where the tenants we support are the focus of everyone's collective effort.

## Responsibilities:

The main functions of the role comprise –

### Property Services Administration Support

- Assist the Property Services team with a range of general administrative tasks including but not limited to data entry & data management, running reports, liaising with customers both internal and external and contractors, typing surveys and invoice management.
- Assist in the production of documents and materials (to include typing, scanning, photocopying, presentations, and circulars).
- Drafting communications to respond to enquiries by phone, post, email or in person.
- Ensure accurate data entry, carrying out routine and ad hoc data analysis from our stock data records and our repairs records held on our CRM system.
- Manage internal and external room bookings.
- Greet, assist and/or direct visitors to the office.
- General document management and filing.
- Sending out Planned/Cyclical maintenance notification letters, raising cyclical program, liaising with contractor, and logging and tracking compliance certificates, i.e., gas and oil boiler, heat pumps and electrical checks



- Notifying tenants of imminent cyclical works i.e. gas boiler/stove/window servicing etc. and assisting PSO raise work order for any repairs
- Notifying tenants of imminent planned maintenance works i.e. kitchen replacements/window replacements/boiler replacement etc.
- Notifying tenants of imminent stock condition surveys and assist PSO raise work order for any repairs.
- Notifying tenants of imminent tenant focus group meeting regarding planned works.
- Sending out Ad Hoc letters
- Administration for Tenant Alteration Requests
- Administration for Local Authority Audits including logging inspections reports, liaise with SPO on work order details and raising work orders, and following up with LA, contractor and tenant.
- Updating records as required

#### **Facilities Administration**

- Assist the Facilities Officer with the management of facilities in all North & East office premises to include the upkeep of equipment, maintenance of facilities management logs and maintenance of premises and equipment including assisting with raising work orders for estate works
- Manage contracts with service providers for head office and three regional offices.
- Quotations and purchase of office equipment, supplies and services per company procedures.
- Ensure office areas are professionally maintained and manage cleaning contracts including ensuring collection of waste and recycling bins.

#### **Additional Responsibilities**

- To positively promote the Association in all activities.
- To exercise discretion in all aspects of the role.
- Sensitivity to confidential matters is required.
- Any other duties which are consistent with the role.

#### **Ad hoc Duties**

- To positively promote the Association in all activities.
- To exercise discretion in all aspects of the role.
- Sensitivity to confidential matters is required.
- Undertake other occasional duties which are consistent with the responsibilities of the post.

#### **Qualifications, Skills, and Experience required:**

##### **Essential:**

- Third level degree or sufficient evidence of qualifications relevant to the role
- Minimum 2 years' experience in a busy office environment or working in an environment with various stakeholders and interdependencies.



- Work prioritization, diary management skills and ability to take ownership of duties.
- High level of proficiency in MS. Word, Excel, and Outlook
- Experience of minute taking at meetings

#### Desirable

- Experience of working in the housing/community/not-for-profit sector.
- A working knowledge of housing/facilities management.
- Knowledge of Housing Management software an advantage
- Car driver/full licence.

#### COMPETENCIES:

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

#### REPORTING STRUCTURE (number of team members supervised in this job):

Directly: 0

Indirectly: 0

#### KEY RELATIONSHIPS:

Internal

External

#### HOW TO APPLY

If you are interested in this role, please submit your cv along with a covering letter to [hr@neha.ie](mailto:hr@neha.ie) by 5:00 pm on Friday 6<sup>th</sup> June 2025.

If you have any queries around the role, please e-mail [hr@neha.ie](mailto:hr@neha.ie)





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