



Role: Tenancy Services Officer

Location: Munster Region

Reporting to: Head of Housing

Contract: Permanent

Salary: €37,925 - €50,964

Grade: Grade 3

Probation: 6 months

Hours: 39 hours per week over 5 days

Leave: 25 days

Pension: The post requires a valid driving licence and the use of a car for business purposes. Mileage Allowance Operates. Class 1 Insurance is required.

CVHA has been a leading provider of social housing in Ireland since 2006 and now manages and/ or owns approx. 1,700 homes in Dublin and Munster. Currently employing 30+ staff, we have an ambitious growth programme in response to the need for more housing for those who cannot afford to provide their own. Our vision is to make a difference by providing quality housing to those in housing need.

CVHA delivers its housing management services in the context of an overarching emphasis on creating tenancies that can be sustained. We deliver our housing management services through two functional teams: one that covers income collection and the other that covers all aspects of tenancy and estate management.

Role Overview:

The Tenancy Service Officer is the first point of contact for all matters relating to tenancy and estate management. The role covers lettings and allocations, management of tenancies, including breach of tenancies, antisocial behaviour and all aspects of estate and neighbourhood management.

The Tenancy Service Officer will work with customers, internal colleagues and external partners in designing and delivering high-quality services that are tailored to meet local needs.

Key responsibilities:

Allocations, nominations and lettings

- Allocate and let properties in accordance with agreed policies and procedures and nomination arrangements agreed with local authority partners.
- Work with local authority partners in getting the right person in the right property as quickly as possible, seeking to minimise rental loss whilst creating sustainable tenancies.
- Prior to letting, carry out a tenancy affordability and sustainability assessment to understand any risks associated with making the letting.
- Carry out interviews, assessments, accompanied viewings, pre-tenancy training and tenant inductions.
- Carry out the tenancy signup and the registration of new tenancies with the Residential Tenancies Board.

Tenancy management

- Monitor and assess how the initial 6-month probationary tenancy is being conducted in order to make a decision as to whether or not to allow a Part 4 tenancy.
- Deal with requests for succession or assignment in accordance with agreed policies and procedures.
- Deal with tenancy breaches by offering support prior to taking enforcement action. Where required, make full and timely use of the services offered by the Residential Tenancies Board.
- Manage tenancy terminations so as to ensure that the outgoing tenant leaves with a clear rent account and leaves the property in satisfactory condition.
- Prepare paperwork for Residential Tenancy Board hearings and to represent CVHA at Adjudication Hearings and other legal hearings.

Antisocial behaviour (ASB)

- Manage all reports of ASB in line with agreed policies and procedures.
- Work with internal and external partners to try to remedy the ASB before commencing legal action. Where required, make full and timely use of the services offered by the Residential Tenancies Board.

- Prepare paperwork for Residential Tenancy Board hearings and to represent CVHA at Adjudication Hearings and other legal hearings.
- Give accurate advice and information to customers, keeping up to date with best practice and legislative changes.

Estate and neighbourhood management

- Carry out regular estate inspections and regular monitoring of any neighbourhood service contracts, including cleaning and gardening where applicable. Develop opportunities for customers to be involved in estate inspections and monitoring of services.
- Deal with estate issues such as reports of dumped rubbish, abandoned vehicles and goods being stored in common areas in line with agreed policy and procedure.
- Develop and maintain good working relationships with other local providers.
- Work with customers and colleagues in property services to develop priorities for minor works and environmental improvements.

Repairs and maintenance

- Work with the Repairs and Maintenance team to support the coordination of a programme of planned/cyclical maintenance and the repair and refurbishment of properties prior to letting and re-letting.
- Where appropriate, inspect repairs in tenants' homes and ensure works orders are raised.
- Conduct assessments of empty homes and inspections of completed repair works ensuring quality of workmanship and achievement of Circle VHA's lettings standards

Customer engagement and satisfaction

- Work with the Head of Housing and other CVHA colleagues to develop meaningful opportunities for customer engagement. Opportunities should cover a number of ways for customers to engage with CVHA ranging from measuring transactional satisfaction to service scrutiny arrangements and local resident groups.
- Encourage and support resident groups and attend meetings as required.
- Carry out, participate in and undertake customer satisfaction surveys with tenants on a continuous basis.

General

- Provide all services having due regard to the regulatory framework.
- Ensure that up-to-date and accurate information is maintained on all IT systems.
- Contribute to developing service plans, team and individual targets.

- Attend and positively contribute to team meetings.
- Liaise with Income Officers and Property Services colleagues as required to ensure that information is appropriately shared and that customers receive a seamless service.
- Provide a high-quality, customer-centred service at all times.
- Provide cover for annual leave or sick leave for other team members.
- Carry out all duties observing CVHA's policies and procedures on health and safety, safeguarding, equality and diversity and data protection.
- Undertake any other duties that are reasonably commensurate with the level of this post.
- This job description is not intended to be an exhaustive list but indicates the main responsibilities of the post. It will be reviewed periodically to consider changes and developments and of service requirements.

Key competencies required in the role

- **Housing services management**
- **Customer care management**
- **Delivering against agreed targets**
- **Team working**
- **Excellent time management skills**
- **IT Skills [Word, Excel & PowerPoint]**
- **Communication Skills**
- **Brand integrity**

Person Specification

Key Skills	Essential	Desirable
<p>Candidates will be shortlisted based on <u>illustrating in their application that they fulfil the following criteria.</u> Examples that demonstrate the ability to fulfil the criteria should be included as well as the above competencies.</p>		
Education / Qualifications	Essential	Desirable
<ul style="list-style-type: none"> Relevant housing qualification 		✓
Knowledge / Skills	Essential	Desirable
<ul style="list-style-type: none"> Demonstrable understanding of the social housing sector 	✓	
<ul style="list-style-type: none"> Demonstrable understanding of best practice in providing core housing management services 	✓	
<ul style="list-style-type: none"> Understanding of RTB processes and requirements 	✓	
<ul style="list-style-type: none"> Ability to prioritise, work to deadlines and meet targets 	✓	
<ul style="list-style-type: none"> Able to form and maintain good working relationships at all levels, internally and externally 	✓	
<ul style="list-style-type: none"> Able to resolve, anticipate and prevent problems 	✓	
<ul style="list-style-type: none"> Able to take responsibility, working independently and flexibly 	✓	
<ul style="list-style-type: none"> Effective negotiating skills 	✓	
<ul style="list-style-type: none"> Excellent communication skills and an open and motivated approach to work 	✓	
<ul style="list-style-type: none"> Excellent organisational skills 	✓	
<ul style="list-style-type: none"> High level of written English, including ability to write reports and letters 		
<ul style="list-style-type: none"> Proficient use of common IT packages, including Microsoft Word and Excel 	✓	
Experience	Essential	Desirable
<ul style="list-style-type: none"> 2 years min. working in social housing 	✓	
<ul style="list-style-type: none"> 2 years min. working in housing management environment 	✓	
<ul style="list-style-type: none"> 1 year min. experience of working in a customer service environment 	✓	
<ul style="list-style-type: none"> Experience of working with vulnerable customers 		✓
<ul style="list-style-type: none"> Application of in-house, multi-discipline IT packages 		✓