



## **Role: Tenancy Services Assistant**

**Location:** Agile working, with access to office at Phoenix House, Castle Street, Dublin

**Reporting to:** Housing Services Manager

**Contract:** 12 Month Fixed Term, subject to successful completion of probation

**Grade:** Grade 2

**Salary:** €25,625 - €35,468

**Probation:** 3 months

**Hours:** 37.5 hrs per week over 5 days

**Leave:** 25 days

**Pension:** Up to 7% Employer contributory pension available at completion of probation

**Travel:** Must have or be working towards a full driving licence and have use of a car for business purposes. Mileage allowance operates. Class 1 Insurance is required.

### **The Organisation:**

Circle VHA has been a leading provider of social housing in Ireland since 2006 and now owns and manages approx. 2,000 homes nationally. Currently employing over 50 staff, we have an ambitious growth programme in response to the need for more housing. Our vision is to make a difference by providing quality housing to those in housing need.

### **The Role:**

This is a new and exciting role at Circle VHA. The Tenancy Services Assistant will be the first point of contact for all matters relating to tenancy management and engagement. The role covers efficient and effective coordination of Residential Tenancies Board (RTB) registrations and disputes, lettings and allocations whilst supporting the management of tenancies, including breach of tenancies, antisocial behaviour and all aspects of housing and neighbourhood management. The Tenancy Services Assistant will answer tenancy related calls and contact from our tenants, responding to all tenant contact in a friendly, efficient, and calm manner whilst also providing information and sign posting to tenants across all aspects of housing and the property services Circle VHA provides.

### **Key Responsibilities**

#### **Tenancy Management**

- Register and terminate all tenancies and lodge disputes with the RTB.

- Compile key statistical reports relating to RTB registrations and disputes.
- Update and maintain all IT systems and databases with registrations and dispute data.
- Manage payments, invoicing and finance reports related to RTB registrations.
- Prepare paperwork for RTB hearings and represent Circle VHA at hearings.
- Answer and direct all tenancy related calls in a timely manner and ensuring an appropriate service response.
- Production of weekly call log reports.
- Update and maintain all tenant related data on all IT systems and databases.
- Support the Tenancy team in the management of empty homes, lettings and allocations effectively.
- Provide administrative support the Housing Services Manager and tenancy team.
- Manage relevant inboxes, messaging services, website and APPs for the tenancy team.
- Give accurate advice and information to tenants, keeping up to date with best practice and legislative changes.
- Provide cover and support to other the Customer Services and Income Management teams as required.

### **Tenant Engagement and Satisfaction**

- Support the implementation of any surveys carried out to measure customer service and satisfaction.
- Investigate, recommend action, and respond to complaints, ensuring the highest possible standard of service is provided to tenants.
- To be proactive in the development and implementation of organisation policies to improve tenant engagement and satisfaction.
- To work with the Tenant Engagement Officer, Intercultural Diversity Coordinator, Tenancy Services and all other departments to effectively support and promote our Tenant First approach.
- Assist in the development, ongoing review and maintenance of the tenant app, website and social media and develop new channels and methods to reach and engage with our tenants and staff.
- Maintain systems to ensure tenant feedback, consultation and levels of satisfaction are captured and recorded, analysed and reported.
- To attend tenant meetings, events and functions as required, providing support to the rest of the Tenancy Services team and teams across the organisation.

### **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 strategic plans, service plans, team and individual targets.
- Attend and positively contribute to team and inter agency meetings.
- Provide a high-quality, customer-centred service at all times.
- Provide departmental support to the Tenancy Services Team during periods of annual leave or other leave which might impact our service delivery.
- To attend relevant training & developmental courses as agreed by your line manager.
- Carry out all duties observing Circle VHA'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**

- Commitment to demonstrating Circle VHA's **WE HEAR** values
- Customer focused
- Delivering against agreed targets
- Demonstratable Team working skills
- Excellent IT skills
- Communication Skills
- Brand integrity

### **Person Specification**

Candidates will be shortlisted based on illustrating in their application that they fulfil the following criteria. Examples that demonstrate the ability to fulfil the criteria should be included as well as the above competencies.

<b><u>Education and Work Experience</u></b>	<b><u>Essential</u></b>	<b><u>Desirable</u></b>
• Relevant qualification in administration or 2 years' experience.	√	
• 1 year experience working in a customer service or call centre environment.	√	
• Application of in-house, multi-discipline IT packages.	√	
• Experience of taking meeting minutes.		√
• Full, clean and unrestricted Irish driving licence with access to a vehicle.		√
<b><u>Key Knowledge/Skills</u></b>	<b><u>Essential</u></b>	<b><u>Desirable</u></b>
• Understanding of the social housing sector.	√	
• Understanding of best practice in providing core housing management services.		√
• Knowledge of the Residential Tenancies Act and RTB.		√
• Knowledge of GDPR legislation.	√	
• Ability to prioritise, work to deadlines and meet targets.	√	
• Able to form and maintain good working relationships at all levels, internally and externally.	√	
• Able to resolve, anticipate and prevent problems.	√	
• Able to take responsibility, working independently and flexibly.	√	
• Effective negotiating skills.	√	
• Excellent communication skills and an open and motivated approach to work.	√	
• Excellent organisational skills.	√	
• High level of written English, including ability to write reports and letters.	√	
• Proficient use of common IT packages, including Microsoft Word and Excel.	√	

*This job description is not restrictive and will be subject to periodic review.*