



Role: Property Administrator (Maternity Cover)

Location: Agile working, with access to Head Office at Phoenix House, 32-34 Castle Street, Dublin 2

Reporting to: Director of Property

Contract: Fixed Term for 6 months

Grade: 2

Salary: €25,625 - €35,468 DOE pro rata

Probation: 3 months

Hours: 37.5 hrs per week worked over five days

Leave: 25 days per annum pro rata

Pension: Employer Contributory pension available at completion of probation

Travel: The post requires a valid driving licence and the 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. 2,500 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.

Role Overview:

The purpose of the role of Property Administrator is to provide a comprehensive administrative service to the Director of Property and administrative support across all housing services teams. The post holder will require a flexible approach to the job and will work as part of a team delivering a professional service to customers of Circle VHA.

Key Responsibilities:

Director of Services Support:

- Providing confidential and professional support to the Director of Property.
- Screening phone calls, enquiries and requests, handling them when appropriate.
- Organising and maintaining diaries and making appointments.
- Analyse and present information, produce reports, make recommendations.
- Promote a climate of high performance, continual improvement, and value for money.
- Assist the Director of Property with the delivery of in-house projects.

- To compose, type or edit correspondence and reports for and on behalf of the Director of Property as required.
- To take minutes of meetings including team and management meetings and any other meetings the Director of Property needs to be recorded.

Administration:

- To ensure effective management of information and that systems are implemented and maintained to facilitate the work of all of the housing services. Carry out audits /checks and cleanse data as required.
- Collating agendas for meetings, minute taking and circulation of minutes.
- Assist teams in maintaining information and records and preparing reports for relevant stakeholders both internal and external.
- Manage relevant inboxes for services.
- Administration of RTB registrations.
- To devise and maintain office systems to deal efficiently with information flow, and the organisation and storage of paperwork, documents and computer-based information.
- Maintain directories of external stakeholder information such as contact details and other required information that supports the delivery of housing.
- Maintain information in our housing management system by entering and auditing data, running reports and monitoring key performance indicators for positive and negative trends, and to work with other teams across the wider organisation to improve performance.
- Organising team and other meetings as requested, booking meetings rooms, organising accommodation and travel arrangements.

Quality Improvements:

- To collate and audit all Service Level Agreements, leases and other relevant agreements.
- Carry out service reviews, monitor and evaluate services and performance.
- Carry out audits on systems, working with coordinators and managers to investigate any inconsistencies, and proposing recommendations to amend.
- Any other quality related duties as defined by the Director of Property.

Customer Engagement and Satisfaction:

- Work with colleagues to develop meaningful opportunities for customer engagement.
- Encourage and support tenant advisory groups and attend meetings as required.
- Carry out, participate in, and undertake customer satisfaction surveys with tenants.
- Promote successes and good news stories.
- Ensure a positive and professional image is displayed at all times.
- To implement the Circle's Policies and Procedures and provide an effective and responsive services to tenants.

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.
- Provide a high-quality, customer-centred service at all times.

- 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.

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.

<u>Education and Work Experience:</u>	<u>Essential</u>	<u>Desirable</u>
• ECDL or similar	√	
• NFQ-Level 5 or NFQ-Level 6 in business, administration, computing, housing or similar	√	
• Experience of working social housing or a support organisation		√
• Experience of dealing with customers both internal and external or demonstrable customer focused skills	√	
• Application of in-house, multi-discipline IT packages	√	
• Full, clean and unrestricted Irish driving licence with access to a vehicle	√	
<u>Key Knowledge/Skills:</u>		
• Demonstrable understanding of best practice in providing core housing management services		√
• Possess high level of integrity and ability to handle confidential information	√	
• Ability to prioritise work to deadlines and meet targets	√	
• Able to form and maintain good working relationships at all levels, internally and externally	√	
• Ability to resolve, anticipate and prevent problems	√	
• Excellent organisational skills and experience in working in a busy and varied environment	√	
• Excellent written and oral communication skills including report writing and the ability to effectively communicate key updates and decisions to all relevant stakeholders	√	
• High level of written English, including ability to write reports and letters	√	
• Experience working with MS Word, Excel, Outlook, PowerPoint and Visio and strong analytical and reporting skills	√	

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