

# Tenancy Services Officer



<b>Location:</b>	Hybrid working across Munster region, with office and site attendance required
<b>Reporting to:</b>	Tenancy Coordinator
<b>Contract:</b>	Permanent, subject to 6-month probationary period
<b>Salary Range:</b>	€37,925 - €50,964. Starting salary dependent on experience
<b>Hours:</b>	37.5 hours per week
<b>Leave:</b>	26 days
<b>Pension:</b>	Available on completion
<b>Travel:</b>	The post requires a valid driving licence and the use of a car for business purposes. Expenses policy applicable
<b>Head Office:</b>	Phoenix House, Castle Street, Dublin 2

**The Organisation:** Circle Voluntary Housing Association was set up in 2003 and is a leading provider of social housing in Ireland. Our vision is to make a real difference by delivering quality homes and innovative integrated housing solutions to individuals and families in Ireland. We are passionate about our people and the delivery of a tenant first service.

Our team members are the secret element of our success. Their experiences, competencies, values, knowledge, and perspectives are greatly valued and have significantly contributed to Circle delivering over **2,500 homes**. They deliver services to **over 5,000 people** and help **create thriving communities**.

*We are dedicated to finding the right people who embrace our purpose, vision, and values. In return we will support you to learn, grow and excel in an exciting, flourishing, diverse organisation.*

*We are committed to fostering an inclusive and collaborative work environment, which values every person who works with us and all of those who live in our homes and communities.*

*Reflecting the growing diversity of the communities in which we work, we welcome applications from people of all cultures, nationalities, genders, members of the LGBTQ+ community and any background traditionally marginalised in society.*

**The Role:** You will be the first point of contact for all matters relating to our tenants and the communities in which they live. You will be responsible for lettings and allocations, engaging and responding to the needs of our tenants. You will work with tenants, internal colleagues and external partners in designing and delivering high-quality services

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## Key Responsibilities

- Allocate and let properties in accordance with agreed policies and procedures.
- Work with local authority partners to get the right person in the right home as quickly as possible.
- Prior to letting, carry out affordability and sustainability assessments.
- Carry out accompanied viewings of empty homes.
- Carry out the pre-tenancy training and tenancy signup.
- Register new tenancies with the Residential Tenancies Board.
- Conduct repairs, empty homes and annual inspections on all homes.

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## Tenancy Management

- Monitor and assess the initial 6-month probationary tenancy.
- Manage requests for succession or assignment in accordance with agreed policies and procedures.
- Work to minimise tenancy breaches by offering support prior to taking enforcement action.
- Make full and timely use of the services offered by the Residential Tenancies Board.
- Oversee tenancy terminations 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 Circle at Adjudication Hearings and other legal hearings.

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## 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.
- Manage all Local Authority or other owner tenancies in accordance with the relevant ASB policy.
- Give accurate advice and information to tenants, keeping up to date with best practice and legislative changes.
- Create relationships with support service providers and partners to enable tenants access relevant supports to manage their homes successfully.

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## 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 tenants to be involved in estate inspections and monitoring of services.
  - Deal with community and estate issues such as reports of dumped rubbish or abandoned vehicles in line with agreed policy and procedure.
  - Develop and maintain good working relationships with other local providers and services.
  - Work with tenants and colleagues to develop priorities for minor works and environmental improvements.
  - Create and maintain relationships with OMC's and Agents, attend AGMs as required.
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## Customer Engagement and Satisfaction

- Work with colleagues, tenants and partners to develop meaningful opportunities for tenant engagement.
- Encourage and support tenant groups and attend meetings as required.
- Carry out, participate in and undertake tenant satisfaction surveys with tenants on a continuous basis.
- Create and deliver a sustainable schedule of tenant and community events.
- Promote successes and good news stories. Ensure a positive and professional image is displayed at all times.

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## 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 and attend and positively contribute to team meetings.
- Liaise with all teams to ensure that information is appropriately shared and that tenants receive a seamless service.
- Provide cover for annual leave or sick leave for other team members.
- Carry out all duties observing Circle VHA's policies and procedures.
- 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, developments and service requirements.

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## Key Competencies

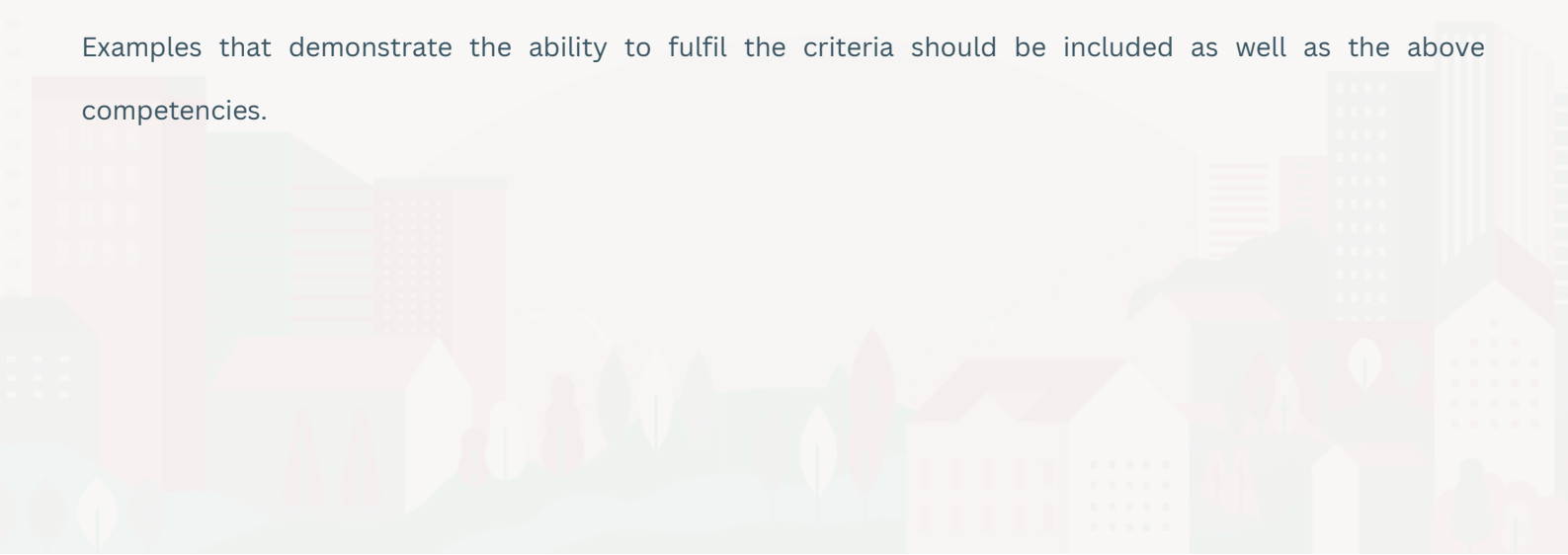
- Housing services management
- Customer care management
- Delivering against agreed targets
- Team working
- Excellent time management skills
- IT Skills [Word, Excel & PowerPoint]
- Communication skills
- Brand integrity



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## 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>Education and Work Experience</b>	<b>Essential</b>	<b>Desirable</b>
Relevant housing qualification		✓
Minimum of 2 years' working in social housing	✓	
Minimum of 2 years' working in housing management environment	✓	
Minimum of 1 year working in a customer service environment	✓	
Experience of working with vulnerable customers		✓
Application of in-house, multi-discipline IT packages		✓
Full, clean and unrestricted driving licence valid for use in Ireland with access to a vehicle	✓	
<b>Key Knowledge and Skills</b>	<b>Essential</b>	<b>Desirable</b>
Demonstrable understanding of the social housing sector	✓	
Demonstrable understanding of best practice in providing core housing management services	✓	
Understanding of RTB processes and requirements		✓
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	✓	
A second language/multi-lingual		✓

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

## Employee Benefits



26 days of annual leave



Increased annual leave entitlement with length of service



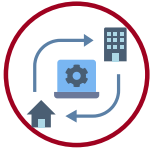
Paid sick leave



Annual salary increments



Company Pension Scheme



Hybrid working options



Death in Service Benefit



Personal Milestone Gifts



Further Education Assistance



Employee Assistance Programme



Paid maternity leave



Paid adoption leave



Paid paternity leave



Early miscarriage leave



Fertility Leave



Additional parents leave payment



Tax Saver Commuter Tickets



Bike to Work scheme

Some benefits subject to T&C's\*

