

Tenancy Services Coordinator



Location:	Hybrid working with office and site attendance required nationwide
Reporting to:	Housing Services Manager
Contract:	Permanent, subject to 6-month probationary period
Salary Range:	€37,925-€55,164. Starting salary dependent on experience
Hours:	37.5 hours per week
Leave:	26 days
Pension:	Available on completion
Travel:	The post requires a valid driving licence and the use of a car for business purposes. Expenses policy applicable
Head Office:	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: The purpose of the role of Tenancy Services Coordinator will be to supervise and lead the Tenancy Services Officers to achieve and exceed performance targets whilst delivering exceptional customer service. They will act as mentor and guide to the team, deal with all aspects of Housing Management and Tenant Engagement. They will also work closely with the Housing Service Manager and Director of Services they will influence and support delivery Circle VHA's strategy.

Key Responsibilities

Coordination

- To provide guidance, support and supervision to the tenancy services team and administrative staff.
- Monitor and review performance and targets ensuring team commitment and achievement of all operational targets.
- To be responsible for identifying training needs, updating knowledge of changes in legislations, best practice and internal policies for the team.
- To coordinate the recruitment and induction of team members.
- Carry out service reviews, monitor, evaluate and risk assess services/cases and performance, producing reports.
- Assist the Housing Services Manager in effective budget planning, control and compliance with income and expenditure targets, procurement and financial controls, to ensure a value for money approach.
- Ensure that operational systems and resources are regularly reviewed to reflect changing business needs.
- Actively manage risk within the service area and across Circle VHA, achieve compliance with all legal statutory and regulatory requirements and Circle VHA policies.
- To work collaboratively with other teams and departments to deliver exceptional performance and influence, drive, and support change in the operating environment.
- Supervise and approve all leave to ensure capacity within the team to deliver services.
- Manage a caseload whilst maintaining the requirements of a Tenancy Services team and the team priorities.
- To chair team meetings ensuring liaison where necessary, with the other teams/departments and other agencies.

Tenancy Management

- Coordinate the handover of all new schemes in collaboration with internal teams.
- Allocate and let properties in accordance with policies and procedures.
- Deal with all aspects of empty homes in order to re-let within target timeframes.
- Review and develop appropriate pre-tenancy training material and new tenant information packs.
- Coordinate and work with colleagues to ensure tenancies are registered with the Residential Tenancies Board.
- Monitor and assess the initial 6-month probationary 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.
- Manage tenancy terminations so as to ensure that the outgoing tenant leaves with a clear rent account leaves the property in satisfactory condition.
- To prepare for and attend tenant, stakeholder, community, OMC meetings as required.
- To coordinate case file for insurance claims, RTB and court hearings.
- To work with the Tenant Advisory Group and other tenant groups or committees to encourage engagement with Circle VHA and the wider community.

Antisocial Behaviour (ASB)

- To provide guidance and support to Tenancy Services Officers in relation to anti-social behaviour cases.
 - 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 RTB.
 - Prepare paperwork and represent Circle VHA at RTB and other legal hearings.
 - Give accurate advice and information to tenants, keeping up to date with best practice and legislative changes.
 - To provide and action reports on tenant satisfaction with ASB processes.
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Estate and Community Management

- Carry out regular estate inspections and monitoring of any service contracts, including cleaning and gardening where applicable.
 - Manage relationships and collaborate with OMC's and agents to achieve quality services.
 - Develop opportunities for tenants 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 internal and external stakeholders.
 - Work with tenants and colleagues in property services to develop priorities for minor works and environmental improvements.
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Tenant engagement and satisfaction

- Work with colleagues to develop meaningful opportunities for tenant engagement.
- Support the work of the Tenant Advisory Group and other tenant groups and committees and attend meetings as required.
- Work with all stakeholders to support the delivery of the Tenant Communication and Engagement Strategy.
- Carry out, participate in, and undertake satisfaction surveys with tenants.
- Ensure team contribution to good news stories and promote successes internally and externally.
- Coordinate and deliver an annual tenant engagement event plan.
- Work with external agencies to signpost and enable tenants access services.

General

- Work in collaboration with all teams, coordinators, managers and directors.
 - Lead by example, demonstrating professionalism at all times.
 - 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.
 - Contribute to delivery of Circle VHA's strategic plan.
 - Provide a high-quality, Tenant First service at all times.
 - Carry out all duties observing Circle 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.
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Key Competencies

- Housing services management
- Tenant engagement
- Delivering against agreed targets
- Team working and collaboration
- Planning and organising
- Excellent time management skills
- IT Skills [Word, Excel & PowerPoint]
- Communication skills
- Brand integrity
- Data management and analysis



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 below competencies.



Education and Work Experience	Essential	Desirable
Relevant third level qualification in housing or related subject	✓	
Minimum of 2 years' experience in a social housing environment with an understanding of tenant needs	✓	
Working Knowledge of the regulatory framework for housing management	✓	
Professional qualification with the Chartered Institute of Housing (or equivalent)		✓
Experience of coordinating and supervising a team	✓	
Experience of producing operational plans and delivering on those plans	✓	
Application of in-house, multi-discipline IT packages and proficient use of common IT packages, including Microsoft Word, Excel, PPT etc	✓	
Full, clean and unrestricted driving licence valid for use in Ireland with access to a vehicle	✓	
Key Knowledge and Skills	Essential	Desirable
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, meet targets and excellent organisational skills	✓	
Demonstrable experience of supervising performance and processes.	✓	
Able to form and maintain excellent working relationships internally and externally	✓	
Able to resolve, anticipate and prevent problems. Take responsibility, work independently and flexibly	✓	
Excellent communication skills and an open and motivated approach to work	✓	
Effective negotiating skills	✓	
High level of written English, including ability to write and present reports	✓	
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



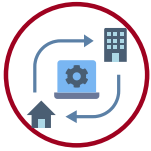
Paid sick leave



Annual salary increments



Company Pension Scheme



Hybrid working options



Death in Service Benefit



Personal Milestone Gifts



Further Education Assistance



Employee Assistance Programme



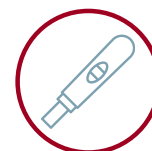
Paid maternity leave



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*

