

# Tenancy Services Administrator



<b>Location:</b>	Agile working with office attendance at Phoenix House, Castle Street, Dublin
<b>Reporting to:</b>	Housing Services Manager
<b>Contract:</b>	Permanent, Subject to a six-month probationary period
<b>Salary Range:</b>	€26,700 - €37,400 starting point dependent on experience
<b>Hours:</b>	37.5 hrs hours per week over 5 days
<b>Leave:</b>	26 days
<b>Pension:</b>	Available on completion of probation
<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:** The Tenancy Services Administrator will be the first point of contact for all matters relating to tenancy management and engagement. The role covers efficient and effective administrative support in Cost Rental advertisements, lotteries, application assessments and allocations, Residential Tenancies Board (RTB) registrations and disputes, and providing administrative support to the Tenancy Services team. The Tenancy Services Administrator 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

- Support the Tenancy Services team in the management of empty homes, lettings, and allocations effectively.
  - Support the Tenancy Services team in the management of Cost Rental advertisements, lotteries, application assessments and allocations effectively.
  - Compile progress reports relating to Cost Rental lotteries and allocations.
  - Coordinate annual Local Authority occupancy returns and scheme fire safety reports.
  - Provide administrative support to the Housing Services Manager and Tenancy Services team.
  - Assist in the registration and termination of tenancies and lodge disputes with the RTB.
  - Compile key statistical reports relating to RTB registrations and disputes.
  - Manage payments, invoicing and finance reports related to RTB registrations.
  - Update and maintain all tenant related data on all IT systems and databases.
  - Prepare paperwork for RTB hearings and represent Circle VHA at hearings.
  - Assist in the management of 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.
  - Answer and direct all tenancy-related calls in a timely manner and ensure an appropriate service response.
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### Tenancy 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 team, 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.
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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 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 position.

## Key Competencies

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

Education and Work Experience	Essential	Desirable
Relevant qualification in administration or 2 years' experience.	✓	
1 year experience working in a customer service or call centre environment.	✓	
Experience of taking meeting minutes.		✓
Application of in-house, multi-discipline IT packages	✓	
Key Knowledge and Skills	Essential	Desirable
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 and present reports	✓	
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\*

