

Recruitment Pack

Housing Officer



About the Role

Position:	Housing Officer
LOCATION:	Drogheda, Co. Louth
CONTRACT:	FULL TIME/ PERMANENT- 35 HOURS PER WEEK
RESPONSIBLE TO:	Assistant CEO
SALARY:	€ 39,743 - € 49,825
Date:	April 2024

Job Summary

The role of the Housing Officer is to provide a high quality, tenant focused service in Tenancy Engagement, Estate Management, and arrears management, continually working to improve services and meet the needs of our tenants. In accordance with our policies and procedures, the Housing Officer will contribute to the overall successful performance of the Housing Management Team. The area covered may include housing estates in counties Louth, Meath, Laois, and Tipperary.

Lettings & Allocations

- Managing void properties, lettings, and allocations effectively
- Conducting pre void inspection visits on void properties to ensure the property meets with minimum letting standards.
- Carrying out annual home visits to ensure tenant engagement is maintained and the property is in good condition.
- Developing and maintaining effective relationships with the local housing authority and other stakeholders.
- Interviewing and assessing prospective tenants and making allocation decisions.
- Co-ordinating the handover protocol for new tenants in line with Foscadh Protocol.
- Delivering pre tenancy training programmes, advising prospective tenants of rights and responsibilities *(If necessary Foscadh Housing will provide training)*

Rent Management

- Inputting tenant's rents
- Ensuring income returns and changes of circumstances are processed.
- Undertaking and managing rent assessments.

- Responsible for identifying rent arrears and working with the tenant to reduce the debt.
- Arrears monitoring and control including preventions, early warning and follow up to minimise the risk of rent debt increasing.
- Preparing cases and representing Foscadh for RTB mediation and case hearings

Repairs

- Organise Maintenance /Repairs on our properties and general estate clean ups, note our policies requires the following response emergency, routine, and planned maintenance.
- Managing any repairs that are to be recharged to the tenant.

Tenant Engagement

- Working with our Tenant Liaison Officer to maximise tenant participation and ensuring integration and development.
- Develop estate action plans and be creative when working with communities to maintain estates as a great place to live.
- Providing information on external agencies whose services might be of benefit to tenants.
- Represent Foscadh Housing at external meetings.

Organisation

- Maintain all tenant files and data to ensure they are clear, accurate and complete.
- Work to resolve feedback/complaints received regarding service delivery and take steps to prevent future complaints.
- Develop and maintain relationships with other relevant Support Service to ensure effective delivery and sustainment of tenancies.
- To be aware of key legislative and procedural matters which may affect your work as a Housing Officer
- Produce reports as required on the tenancies you are managing.

Other relevant duties

- To positively promote and present a professional image of Foscadh Housing in all activities.
- To participate in any training that may be considered necessary.
- To work at other Foscadh Housing locations as and when required
- To carry out any other reasonable duties as required by management.
- To generally act in the best interests of Foscadh Housing at all times
- Any other duties which are consistent with your role

Person Specification- Housing Officer Essential Criteria

- Minimum Third Level Qualification and at least 3 years' experience in Tenancy Engagement, Social Housing, Local Authority and/or Private Housing Services
- Knowledge of social and voluntary housing sector and/or associated experience.

- Understanding of Landlord and Tenant Obligations & tenancy legislation/regulations.
- Experience of working in a tenant-focused role.
- Ability to work flexibly on own initiative and as part of a team.
- Excellent verbal and written communication skills.
- Demonstrate ability to organise, prioritise and manage a complex and varied workload and meet deadlines and targets.
- Ability to communicate and interact in a professional, diplomatic and sensitive manner.
- Demonstrate the ability to treat the Tenant in a non-judgmental way from a trauma informed perspective, which underpins Foscadh Housings service delivery.
- Good written and oral communication skills
- Good information technology (IT) skills Computer literacy including proficiency in Microsoft Office and keep updated the Foscadh Housing Tenant Management System.
- Strong interpersonal and teamwork skills
- Good conflict resolution skills
- A commitment to preventing and managing challenging behaviour
- An openness to change
- Full clean drivers licence and use of own car

Working for Foscadh

- Attractive Salary Commensurate with Experience
- Fuel Card provided, (BIC)
- 20 days annual leave + 2 additional days.
- PRSA Pension scheme. – on successful completion of probation
- Sick leave.
- Bike-to-work scheme.
- Car-parking on site.

This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned.