

Novas: Senior Tenant Services Manager **(<https://www.activelink.ie/node/104618>)**



Housing | Health | Recovery

Senior Tenant Services Manager

Service: Housing Department

Location: Limerick or Dublin Offices

Duration: Indefinite Duration

Hours: 40 hours

Application Closing Date: 11/12/2023

NOVAS is a not for profit organisation and Approved Housing Body. We work with single adults, couples and families who are homeless or at risk of being homeless. We provide a range of support services and accommodation. We have over 300 staff, and more than 30 services in Limerick, Dublin, Clare, Kerry, Cork and Tipperary including residential homeless services, social housing and community based services for tenancy sustainment, homelessness prevention, mental health and recovery.

NOVAS is a Trauma Informed practice organisation and the principles of collaboration, diversity, respect and trust are embedded in our way of working together. Our services are provided through support of our partners in local government through the Local Authorities, HSE, and other donors and funders.

The role of the Senior Tenant Services Manager is vital to the successful delivery of quality programmes and services in NOVAS for our tenants. The Senior Tenant Services Manager will support the Housing Department with the authority delegated from the Head of Housing & Development.

Desirable Skills and Knowledge (Please see Job Description for complete Person Specification)

The appropriate candidate will have:

- 3 or more years' experience in a leadership role in an Approved Housing Body managing a housing programme.
- 5 years or more experience of people management.
- A level 8 or higher qualification in Housing or allied professions.
- Demonstrable knowledge and expertise in Housing management and Housing Law.
- Project management experience and experience of interfacing with wider support and housing asset management functions.
- Effective, clear and professional written and verbal communication skills including discussion leading, chairpersonship, report writing, minute writing and presentation.
- Excellent interpersonal communications skills including empathy, reflective practice, influencing, conflict resolution and clarity.
- Proficiency with Microsoft Office suite of applications including word, excel and outlook.
- Full driving licence and access to a vehicle.
- Criminal Record Self Declaration will be sought for this role.

We offer a competitive benefit package including 26 days annual leave pro rata, access to further education supports and contributory pension.

If you would like to work for NOVAS, an application form and job description can be found on the careers section of our website www.novas.ie/work-for-us (<https://www.novas.ie/careers-with-novas/>). If you require any further information or wish to submit a completed application form, please email tracey.mccarthy@novas.ie (<mailto:tracey.mccarthy@novas.ie>)



Region

Limerick or Dublin

Date Entered/Updated

20th Nov, 2023

Expiry Date

11th Dec, 2023

Attachment	Size
<u>novas-job-description-senior-tenant-services-manager.pdf</u>	128.05 KB
<u>2023-employment-application-form-novas_0.docx</u>	40.64 KB
<u>privacy-statement-hr-recruitment_0.pdf</u>	164.27 KB

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