

Ark Housing Association: Tenancy Service Officer **(<https://www.activelink.ie/node/116348>)**



Tenancy Service Officer

About:

Ark is an approved housing body, working specifically with those currently experiencing or at risk of homelessness. Ark Housing Association believes that Every person has the right to a secure and stable home, that meets their needs, with appropriate supports where required provided in a person-centred approach.

Mission Statement

Ark Housing Association will proactively contribute in a positive way to address the issues of homeless in our community by provided good, quality homes with housing supports in a sustainable way.

Our core Values

Sustainability, integrity, empathy, working in partnership with tenants and stakeholders in a solution focused approach.

The Role:

The **Tenancy Service Officer** is the first point of contact for all matters relating to tenancy and estate management. The role covers lettings and allocations, management of tenancies, including breach of tenancies, antisocial behaviour and all aspects of estate and neighbourhood management. The Tenancy Service Officer will work with tenants, internal colleagues and external partners in designing and delivering high-quality services that are tailored to meet local needs.

The Tenancy Service Officer will report to manager

Key Responsibilities

Allocations, nominations and lettings:

- Allocate and let properties in accordance with agreed policies and procedures and nomination arrangements agreed with local authority partners.
- Work with local authority partners to ensure the property meets the prospective tenant's needs as quickly as possible, seeking to minimise rent loss whilst creating sustainable tenancies.
- Prior to letting, carry out a tenancy affordability and sustainability assessment to understand any risks associated with making the letting.
- Carry out accompanied viewings of empty properties.
- Carry out the pre-tenancy training and tenancy sign up.
- Register new tenancies with the Residential Tenancies Board.
- Conduct annual property inspections on all properties.
- Carry out eEvening work occasionally with time off in lieu afforded.

Tenancy management:

- Monitor and assess how the initial 6-month probationary tenancy is being conducted in order to make a decision as to whether or not to allow a tenancy of indefinite duration where applicable.
- 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. Where required, make full and timely use of the services offered by the Residential Tenancies Board.
- Manage tenancy terminations to ensure that the outgoing tenant leaves with a clear rent account and leaves the property in satisfactory condition.
- Prepare case files for Residential Tenancy Board hearings and to represent Circle VHA at Adjudication Hearings and other legal hearings.
- Carry out initial assessments to identify medical history and support needs for risk assessment purposes.

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. Where required, make full and timely use of the services offered by the Residential Tenancies Board.
- Prepare case files for Residential Tenancy Board hearings and to represent Circle VHA at Adjudication Hearings and other legal hearings.
- Manage all Local Authority Tenancies in accordance with the relevant procedures.
- Give accurate advice and information to customers, keeping up to date with best practice and legislative changes.

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 customers to be involved in estate inspections and monitoring of services.
- Collaborate with relevant stakeholders to resolve 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 other local providers.
- Work with customers and colleagues in property services to develop priorities for minor works and environmental improvements.

Customer Engagement and Satisfaction:

- Work with the Director of Services and other Circle VHA colleagues to develop meaningful opportunities for customer engagement. Opportunities should cover a number of ways for customers to engage with Circle VHA ranging from measuring transactional satisfaction to service scrutiny arrangements and local resident groups.
- Encourage and support resident groups and attend meetings as required.
- Carry out, participate in and undertake customer satisfaction surveys with tenants on a continuous basis.
- Promote successes and good news stories. Ensure a positive and professional image is displayed at all times.

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 including updating tenant details and occupants of household.
- Provide effective support to tenants using our phone line, directing calls as appropriate and responding to queries promptly whilst working with others to ensure this service is always operational.
- Contribute to developing service plans, team and individual targets.
- Attend and positively contribute to team meetings.
- Liaise with Income Officers as required to ensure that information is appropriately shared and that customers receive a seamless service.
- Provide a high-quality, customer-centred service at all times.
- Provide cover for annual leave or sick leave for other team members.
- 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 post.
- Reporting any potential or actual complaints to management.

- Having a complete understanding of the Company Policies and Procedures Booklet and complying with the regulations contained within.
- Carrying out any other reasonable instructions issued by your managers.

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. If any such change is necessary, this will be discussed in advance.

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.
- Excellent problem-solving skills
- Ability to work on own initiative through remote working.

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 :

- Relevant housing /social care qualification essential
- Minimum of 5 years' working in social housing
- Minimum of 2 years' working in housing management

Environment:

- Minimum of 1 year of proven experience working in a customer service environment
- Thorough understanding of supporting people with specific needs.
- Proven experience is the application of in-house, multi-discipline IT packages
- Full, clean and unrestricted Irish driving license with access to a vehicle

Key Knowledge/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
- Proven 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
- Experience of working remotely effectively
- Ability to work off own initiative

Location: Wicklow , Beechwood close , office and site attendance required

Contract: 6-month fixed term

Hours: 37.5

Leave: 26 days pro rata

Travel: post requires a valid license and use of car for business purposes.

Salary range: €35,800- €53,700

Subject to garda vetting

Please send C.V and cover letter to info@arkhousing.ie (<mailto:info@arkhousing.ie>)

Closing date 14th July

Region

Co Wicklow

Date Entered/Updated

23rd Jun, 2025

Expiry Date

14th Jul, 2025

Source URL: <https://www.activelink.ie/vacancies/community/116348-ark-housing-association-tenancy-service-officer>