

Tenant Engagement Officer

Recruitment Pack

April 2025



### Your application

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Thank you very much for your interest in this post.

To assist you in completing and tailoring your application, you will find details of the role and the selection process within this recruitment pack.

To apply, you should submit

- An up-to-date CV showing your full career history
- A supporting cover letter
- A supporting Statement outlining how you feel your CV is relevant to the Job role

It is recommended that the CV and supporting statement/letter are no longer than three pages, along with a supporting statement as to why you feel you are suitable for this role.

Please submit your completed application documents to [recruitment@cabhru.ie](mailto:recruitment@cabhru.ie). Your application will be acknowledged, and you will then receive feedback within 5 working days of the closing date, for applications to be submitted.

#### Key dates for your diary

- Applications must be received by **5pm, 16<sup>th</sup> May 2025**
- Cabhrú intend to hold first round interviews **week ending the 30<sup>th</sup> May 2025**

Please do not hesitate to call me if you wish to have an informal discussion about the organisation itself and this new role, or if you have any other questions influencing your decision to apply.

Kind regards,

**Pat Doherty**  
**Chief Executive Officer**  
**Cabhrú Housing Association**

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### Welcome to Cabhru Housing Association

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Cabhú was established in 1965 to provide homes in the Dublin area for older people capable of independent living. Since its establishment it has grown and, as of April 2025, owns and manages 174 social housing homes, 133 in the Dublin City Council area and 41 in the Dún Laoghaire–Rathdown County area.

Cabhú is a registered Approved Housing Body with the Approved Housing Body Regulatory Authority (AHBRA), a registered charity with the Charities Regulator, and a Certified Body with the Housing Finance Agency. Cabhú is governed by a Board of Trustees and is signed up to the Charities Regulator Governance Code and the AHBRA Standards. The charity has always been directed by a volunteer Board and a small team of staff, together with some volunteer assistance.

Cabhú caters for Tenants who are usually over 55 years of age and who wish to live independent lives. For Tenants with particular needs, the provision of assistance by other agencies is encouraged and facilitated. Cabhú endeavours to ensure that all Tenants are comfortable and safe.

As a provider of housing for older people, Cabhú believes in the need to provide age-friendly homes that support older people as they age, enabling them to remain living in the community for as long as possible.

Cabhú is aware of a growing need for the homes and services it provides, and it will strive to address this need. The organisation is also conscious that the services it provides to existing Tenants may need to evolve as they grow older and Cabhú will adapt its activities to ensure that its Tenants continue to live as independently as possible. Cabhú has entered into a phase of significant growth to play its part in meeting the need for social housing for older people. Currently Cabhú have 83 new homes in various stages of development. We anticipate that by the end of our current Strategic Plan 2024 – 2029, Cabhú will have over 300 homes in the Dublin area.

Kind regards,

Pat Doherty

### About the Role/ Role Summary

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The Tenant Engagement Officer is an exciting new role within Cabhrú. The role will be the first point of contact in driving tenant engagement in the organisation. Working closely with the Tenant Liaison Officer and other staff you will be reporting to the Chief Executive Officer you will be part of a diverse team that provides professional high quality supports and services to Tenants.

In brief you will be responsible for

- The implementation of Cabhrú's Tenant Engagement & Communication Strategy (TECS), 2024 – 2026, published in 2024.
- Supporting local tenant groups to establish activities in their respective schemes.
- Providing administrative support to the overall Tenant Panel set up under the Tenant Engagement Strategy as well as local tenant groups in all of the schemes.
- Increasing awareness of tenant engagement with both the tenant body and staff within the organisation.
- Responsible for communication between Cabhrú and the tenant body, e.g. are producing the quarterly Newsletters, promotional material regarding activities been organised
- Leading on the review of the Tenant Engagement Strategy.
- Reporting to the CEO on tenant engagement activity.
- Identifying and applying for grants that support the actions in the Tenant Engagement Strategy and associated Action Plan.
- Leading on carrying out tenant satisfaction surveys.

The post will involve flexibility and will require being able to attend out of hours meetings and events.

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### Key Roles and Responsibilities

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#### Tenant Engagement

- Responsible for the implementation of the Cabhrú's Tenant Engagement & Communications Strategy (TECS) and the associated Action Plan in collaboration with the Tenant Panel and colleagues.
- Listening to the voice of the Tenant Body, through various approaches to improve services for all tenants
- Providing administrative support to the Tenant Panel and other local groups, established under the TECS.
- Developing and coordinating initiatives and activities that will provide meaningful and accessible ways for all tenants to become involved.
- Monitoring, assessing and reporting on the effectiveness of engagement activities and seeking out opportunities to improve them.
- Advising and supporting other Cabhrú staff in the delivery of the TECS.
- Proactively sourcing partnership arrangements with other services and agencies to promote and enhance engagement activities.
- Organising and facilitating tenant engagement and public relations events, ensuring the programme is relevant and engaging.
- Facilitating Tenant Panel meetings, training and consultation exercises that are required to enable Cabhrú to deliver on the TECS.
- Responsible for the tenant engagement budget, its formation, spend monitoring and reporting to CEO and Finance Manager on a quarterly and annual basis.
- Ensuring that all expenditure on TEC activity is executed in accordance with Cabhrú financial regulations.
- Identifying potential sources of funding whereby TEC activity can apply for fundraising income, and in agreement with the Finance Manager take the lead in submitting applications.

#### Empowering Tenants

- Working with the Tenant Panel and local scheme groups, establish both scheme and organisation-wide events, projects, initiatives and similar that will increase engagement and to support colleagues throughout the organisation who are involved in such projects, initiatives and events.
- Establishing in partnership with the Tenant Panel an annual programme of training for tenants and staff that will support the delivery of the TECS.
- Leading in organising and facilitating meetings, consultations, seminars, conferences and events that supports the TECS and other Cabhrú work.
- Delivering presentations on TEC on behalf of Cabhrú and supporting Tenants to deliver presentations both internally and externally.
- Establishing and supporting groups under the TECS in delivering the action plan through advice, admin support and funding application support.

### **Communications**

- With the Tenants co-producing the organisation's quarterly Tenant Newsletters, taking input from the various functions within Cabhrú as well as from the various schemes.
- Ensuring that the Cabhrú website is kept up to date with information relating to tenant engagement.
- Exploring with Tenant Panel and other internal groups alternative communication tools that can be used to provide two-way communications between tenants and organisation.
- Contributing and in some instances leading, as agreed with the CEO, in the production of internal and external publications, e.g. provide data, stories, other information for Annual Reports.

### **Monitoring and Review**

- Leading on the reviews of TECS at time periods agreed with the CEO.
- Leading on the implementation of any surveys undertaken to measure Tenant satisfaction.

### **General / Organisational**

- Contributing to the development and review of organisational policies and procedures and in particular, taking the lead in developing and reviewing those relating to the area of tenancy engagement and communications.
- Establishing a mechanism and process of capturing Tenant engagement and communication activity within the organisation, by maintaining a detailed and clear record of all TECS activity that will assist in the measuring of the TECS and its associated Action Plan.
- Producing monthly / quarterly and annual reports to the CEO on TECS activity.
- Ensuring that senior management are made aware of any critical / important issues that arise.
- Identifying, developing and maintaining good working relationships with external agencies / services.
- Attending and representing Cabhrú at seminars, webinars and conferences as agreed with your line manager.
- Providing input to the development of Cabhrú's key strategic documents pertaining to TEC.
- Ensuring a high level of visibility to the tenants by visiting schemes/locations on a regular basis.

### **Training**

- Participating in any training that has been identified and agreed between you and your line manager.

### **Skills and abilities**

- Able to identify and implement new ways of working, improving service standards, and efficiency.
- Able to work intuitively with a wide range of people and stakeholders, securing buy-in, maintaining effective partnerships and stakeholder relationships.
- Able to coach, mentor and support tenants who volunteer to take active role in TECS.
- Able to mediate and proactively come up with solutions to resolve conflict situation as and when they arise.
- Able to understand and translate regulatory requirements into process and practice.
- Able to assess risk and promote risk awareness without being risk averse.

### **Attributes**

- A high level of professionalism, commitment to the job and a solution focused approach to the role.
- Acts with integrity, is accountable and actively promotes and supports the values of Cabhrú.
- A strong commitment to team working and collaboration.
- Ability to make sound judgements and decisions, within the quality framework of Cabhrú, in your day-to-day work.
- Makes sound judgements, confident in own knowledge, able to give advice to others and be accountable for that advice.
- Resilient, diplomatic, tactful, and adept at managing a range of professional relationships.
- Undertake and other duties that are reasonably commensurate with the level of your post

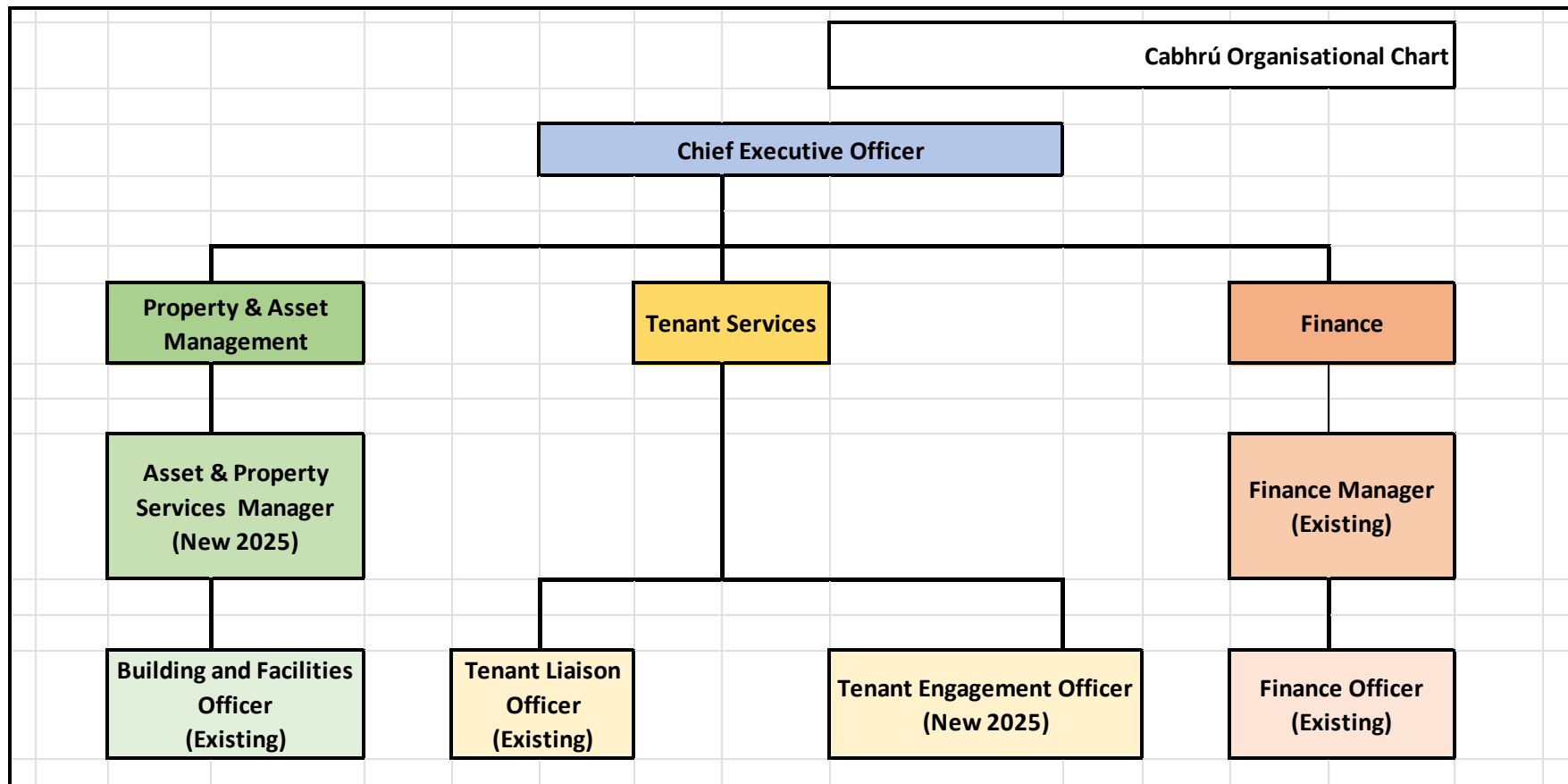
This job description is not intended to be an exhaustive list but indicates the main responsibilities of the post. It will be reviewed periodically to consider changes, developments and service requirements.



## Candidate Requirements

Person Spec	Essential	Desirable
<b>Knowledge and Experience</b>		
Minimum of 3 years working in social housing	Y	
Minimum of 2 years working in Tenant Engagement, Community Development or Customer Service Sector.		Y
Experience and understanding of the role that Tenant Engagement and Communication plays in social housing sector	Y	
Experience of the ways that digital technology can enhance engagement and communication and experience of introducing such in previous roles.		Y
Demonstratable experience of delivering tenant engagement to tenants or other groups in a similar setting	Y	
Experience in making funding applications		Y
<b>People and Stakeholder Skills / Knowledge</b>		
Understanding of the social housing sector	Y	
Understanding of the needs of people from a diverse, social & cultural, health (both physical and mental health) backgrounds and how an inclusive engagement culture can be implemented.	Y	
Excellent communication skills, verbal, written and presentational	Y	
A second language / multi-lingual		Y
<b>Operational Skills / Knowledge</b>		
Excellent planning and organisational skills and ability to work to deadlines and meet targets	Y	
Good computer literacy / use of IT systems	Y	
Full valid driving licence with access to vehicle.	Y	
Experience of using IT packages software, incl. Microsoft Word, and Excel	Y	
The ability to work under pressure and to meet strict deadlines	Y	
High level of English, and ability to write reports and letters and develop promotional material.	Y	
<b>Qualifications / membership</b>		
Third level qualification in housing, community, social, business or similar		Y
Professional qualification e.g. ICSH/CIH		Y
Membership of Chartered Institute of Housing or other similar body		Y

## Organisational chart



## Key terms and conditions

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**The role:**

Tenant Engagement Officer

**Location:**

Head Office, Fr Scully House, Middle Gardiner Street, Dublin

**Remuneration:**

€40,000

**Hours of work:**

Full time / Part Time (to be agreed with successful applicant)

**Annual leave:**

24 days annual leave entitlement, plus Good Friday an additional Company day (Pro rata if part time)

**Other Employee Benefits:**

- Defined Contribution Pension Scheme – up to 6% on completion of probation period
- Annual subscription for Professional Body
- Death in Service benefit
- Top-up Maternity Benefit up to 26 weeks (50%)
- Top-up Paternity leave, up to 2 weeks (50%)
- Employee Assistance Programme
- Mileage allowance (Civil Service rate)
- Payment of Chartered Institute of Housing (CIH) membership on completion of probation
- Flexible working arrangements
- Free parking at Cabhru schemes for work related activities
- Bike to work scheme.
- TaxSaver commuter Ticket Scheme

### Key dates and the selection process

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**Closing date: 5pm, 16<sup>th</sup> May 2025**

A recruitment panel will meet to agree a shortlist of candidates after the closing date.

We will be in touch with the candidates being brought for interview week beginning **19<sup>th</sup> May 2025**.

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**First interviews:**

Shortlisted candidates will be interviewed by a recruitment panel

Interviews will be held in person in Fr Scully House, Gardiner Street Middle, Dublin 1, D01 YY26 **week ending the 30<sup>th</sup> May 2025**.

### Vision, Mission and Values

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#### **Cabhrú's vision**

Cabhrú, through its age-friendly homes, supports making Ireland a great place in which to live.

#### **Cabhrú's mission**

Cabhrú Housing provides quality age-friendly housing for the people we support – a home for life, where they can live as independently as possible in a safe and secure environment.

#### **Cabhrú's values**

##### **Transparent and accountable**

We believe that we need to:

- be accountable and transparent in all that we do in our day-to-day work.
- communicate effectively with our stakeholders – both internal (Tenants, staff and volunteers) and external (funders and other stakeholders)
- review our performance and practice regularly and not be afraid to change.

##### **Person-centred**

We believe that we need to:

- place the needs and capabilities of our Tenant group at the centre of the design of our homes and services.
- foster an empowerment approach to how we work with our Tenants.
- encourage and support staff and volunteers in the fulfilment of their roles and responsibilities.

##### **Collaborative**

We believe that we need to:

- work closely with Tenants, seeking their feedback and including them in decisions that affect their day-to-day living.
- engage with staff and volunteers when planning for the future.
- foster an openness to partnership with other agencies who can provide access to essential and ancillary services that promote independent living.
- engage proactively with external stakeholders (local authorities, regulators and the Department of Housing, Local Government and Heritage) in the delivery of our existing and future housing needs.

##### **Quality-driven**

We are committed to quality in all aspects of our day-to-day work. We believe that we need to:

- ensure that the homes and services we provide to Tenants are of the highest quality possible
- make certain that staff and volunteers are valued and supported to carry out their roles within the organisation.
- ensure that how we work reflects our mission and our vision.

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