

Recruitment Pack

Tenancy Service Officer



About the Role

Position:	Tenancy Service Officer
LOCATION:	Drogheda, Co. Louth
CONTRACT:	FULL TIME/ PERMANENT- 35 HOURS PER WEEK
RESPONSIBLE TO:	CEO
SALARY:	Competitive, with room to grow based on experience and performance.

Job Summary

The Tenancy Service Officer is responsible for providing a comprehensive and customer-focused tenancy management service within Foscadh Housing. This role involves managing tenancies, ensuring compliance with relevant legislation, and maintaining positive relationships with tenants and other stakeholders. The role requires a deep understanding of the specific needs of the communities served by Foscadh Housing.

Tenancy Management:

- Conducting tenancy sign-ups, inductions, and ensuring tenants understand their rights and responsibilities.
- Managing tenancy agreements, renewals, and terminations in accordance with legal and organisational policies.
- Addressing and resolving tenant issues, complaints, and disputes in a timely and professional manner.
- Supporting tenants through the process of transferring to different properties within the Foscadh Housing portfolio if required.

Rent and Arrears Management:

- **Monitoring Rent Accounts:**
 - Regularly reviewing tenant rent accounts to ensure payments are up to date.
 - Identifying tenants who have fallen into arrears and determining the extent of their debt.
- **Managing and Recovering Arrears:**
 - Developing and implementing strategies to recover arrears, including sending reminder letters, making phone calls, and arranging face-to-face meetings with tenants.
 - Negotiating and setting up realistic and manageable repayment plans tailored to individual tenant circumstances.

- Escalating cases to legal action where necessary, in accordance with Foscadh Housing policies and procedures.
- **Financial Advice and Support:**
 - Providing tenants with advice on managing their finances and budgeting to prevent arrears.
 - Referring tenants to external support services, such as debt counselling or welfare advice, when appropriate.
 - Assisting tenants in applying for relevant benefits and grants to maximise their income.
- **Early Intervention:**
 - Identifying early signs of potential arrears and proactively contacting tenants to offer support and prevent escalation.
 - Educating tenants on the importance of timely rent payments and the consequences of arrears.
- **Record Keeping and Reporting:**
 - Maintaining accurate and up-to-date records of all rent and arrears management activities, including communications with tenants and actions taken.
 - Preparing regular reports for senior management on the status of rent accounts, levels of arrears, and recovery actions.
- **Policy Development:**
 - Contributing to the development and review of Foscadh Housing's rent and arrears management policies and procedures.
 - Ensuring policies are compliant with current legislation and reflect best practice in rent and arrears management.
- **Tenant Education and Engagement:**
 - Organising workshops or information sessions for tenants on financial management and the importance of keeping up with rent payments.
 - Creating and distributing educational materials, such as newsletters or guides, on managing rent and arrears.

Property Inspections and Maintenance:

- Conducting regular property inspections to ensure compliance with tenancy agreements and identifying maintenance needs.
- Liaising with maintenance teams and contractors to ensure timely repairs and maintenance work.
- Ensuring properties meet the standards set by Foscadh Housing, including health and safety regulations.

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.

Community Engagement and Support:

- Promoting and supporting tenant involvement and community initiatives.
- Organising and facilitating community meetings and events to enhance tenant engagement.
- Working with tenants to encourage positive behaviour and community cohesion.
- Providing support to vulnerable tenants, including elderly residents, individuals with disabilities, and those with mental health challenges

Compliance and Record Keeping:

- Ensuring all tenancy management activities comply with relevant legislation, policies, and procedures
- Maintaining accurate and up-to-date records of all tenancy-related activities and communications.
- Preparing reports for senior management on tenancy management activities, including key performance indicators (KPIs).

Stakeholder Collaboration:

- Working collaboratively with internal teams, external agencies, and service providers to deliver a seamless tenancy service.
- Attending meetings and representing Foscadh Housing at external forums as required.
- Building and maintaining relationships with local authorities, social services, and other housing providers.

Essential Skills and Qualifications:

- **Education:** A degree in housing management, or a related field is preferred. Relevant professional qualifications are advantageous.
- **Experience:** Proven experience in tenancy management, housing, or a related field, preferably within a social housing context.
- **Knowledge:**
 - Understanding of housing legislation, tenancy law, and best practices in tenancy management.
 - Familiarity with the specific challenges and needs of the communities served by Foscadh Housing.
- **Skills:**
 - Excellent communication and interpersonal skills.
 - Strong problem-solving and conflict resolution abilities.
 - Ability to work independently and as part of a team.
 - Proficiency in using Tenant Management software and Microsoft Office applications.
 - Organisational skills and attention to detail.
 - Capability to work with vulnerable populations and understanding of safeguarding practices.
- **Personal Attributes:**

- Empathy and the ability to work with diverse tenant populations.
- Commitment to providing high-quality customer service.
- Resilience and the ability to handle challenging situations calmly.
- A proactive and positive approach to work.
- Cultural sensitivity and awareness of the needs of different communities.

Working Conditions:

- Based in an office environment with regular travel to properties and tenant meetings.
- Full-time position with occasional evening or weekend work required to meet tenant needs and organisational demands.
- Potential for remote work or flexible hours to accommodate tenant needs and organisational policies.

Salary and Benefits:

- Competitive salary based on experience and qualifications.
- Benefits package including, pension scheme, and paid leave, and Fuel Card (BIC)
- Professional development opportunities, including training and career progression within Foscadh Housing.

Application Process:

Interested candidates should submit a CV and cover letter outlining their suitability for the role to hr@foscadhhousing.ie. Applications will be reviewed on a rolling basis, and shortlisted candidates will be invited for an interview.

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.