

JOB DESCRIPTION

NOVAS

Housing | Health | Recovery

Job Title:	Housing Services Administrator	Post Holder:	VACANT
Reports To:	Senior Tenant Services Manager	Location:	Based in Limerick or Dublin Office.
Salary:	This role is attached to a defined salary scale which ranges from €35,800 to €43,860 and appointments are made depending on qualifications and experience.		

Purpose of the Job

The role of Housing Administrator is vital to the effective provision of tenant services and our work for clients and tenants. The Housing Administrator will support the NOVAS Housing Department within the authority delegated from the Senior Tenant Services Manager and Head of Housing.

The Housing Administrator role has the option to be based in either the Limerick or Dublin office (Hybrid working arrangements available), and will require travel as needed, to other locations where NOVAS operates as required. The post holder's usual schedule will be to work Monday to Friday during office hours, with a high degree of flexibility and adaptability required. This will include attending occasional planned events outside of office hours and at weekends.

The Housing Administrator will have a background in administrative duties like data entry, analytics and the use of the Microsoft office suite of applications. It would be advantageous if the candidate had experience of housing, property management, or an understanding of the needs of our clients and tenants. The Housing Administrator will be responsible for providing administrative support, for maintaining accurate property and tenant records, assisting with tenant communications, coordinating housing materials, inputting and managing rents, registering tenants with the RTB (Residential Tenancies Board) and assisting the Tenant Services and Asset Management Teams where needed. This role offers the successful candidate a fantastic opportunity to be part of a growing team and contribute to the success of NOVAS' housing team.

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.

Environment of the Job

NOVAS is a Registered Charity and Approved Housing Body, we work with single adults, couples and families and who are experiencing homeless or at risk of experiencing homeless. We provide a range of services and accommodation. Our first service was established in Limerick in 2002 which was a temporary low-threshold emergency homeless accommodation, and we have grown from there. We now have approximately 300 staff, and more than 30 services in Limerick, Dublin, Clare, Kerry, Cork and Tipperary including emergency homeless accommodation, transitional homeless accommodation, 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.

Delegation and Reporting

The Housing Administrator will report to the Senior Tenant Services Manager under the guidance of the Head of Housing. In the absence of, or at other specified times the Housing Administrator may be required to consult with, and take direction from, another specified member of the Housing Department.

Oversight for the work in this role is provided by the Housing & Tenant Sub Committee of the NOVAS Board of Directors.

The Housing Administrator will at all times operate in a professional and respectful manner, maintaining high quality standards of work in accordance with the values and mission of NOVAS. Their decision-making will at all times be informed by the best interests of our clients and tenants and ensure cost effective value for money, use of donations and public money.

Challenges

The nature of our work involves supporting the most vulnerable people who often have complex needs and may be survivors of trauma. As a result, during the course of your work you may engage with sensitive and confidential matters that require empathy, compassion and pragmatism. You may also encounter clients or tenants who are displaying challenging behaviour or struggling to moderate their behaviour. Patience, respect and an ability to remain professional and focused on deescalating is essential. Further training will be provided in Trauma Informed Practice.

As an organisation that is largely funded by public money, effective use of resources is a continuous focus and challenge.

Key Accountabilities

Accountability	Achieved by
Tenant Care and Administration Support	<ul style="list-style-type: none"> • Tenant and Property database management – creating tenant and property files, updating and managing records, imports, forecasting and reporting. • Liaison & collaboration with internal and external departments & partners on housing & property data, reports, processes and outputs. • Inputting and reporting on all required housing-related data such as rents, complaints, maintenance, etc. • Analysing data and improving information outputs. • Communication of department work as required and agreed. • Liaison & collaboration with Local Authorities and other service parties working with NOVAS as agreed. • Monitoring and replying to tenant queries acting as the initial point of contact for general enquiries in relation to housing, tenant services, maintenance queries, etc. • Arrange meeting, take minutes, update & record department activities as agreed. • Preparing and assisting with content for tenant newsletters, assisting with the organisation of tenant meetings and collecting data from tenant satisfaction surveys.

	<ul style="list-style-type: none"> • Editing NOVAS website as agreed. • General Administration duties and co-ordination of team members diaries, timetables, etc.
Supervision, Support & Development	<ul style="list-style-type: none"> • Engaging in regular one-to-one sessions with your line manager. • Contribute to the housing department to develop ideas and initiatives • Working under the direction of your line manager and the wider management team. • Participating in team meetings. • Familiarity and compliance with all relevant policies and standards. • Participation in relevant and required training events.
Health & Safety	<ul style="list-style-type: none"> • Attention to your own Health & Safety in the workplace. • Vigilance of health & safety hazards and timely reporting of same to your line manager. • Managing incidents and accidents in accordance with policies.
Information Management	<ul style="list-style-type: none"> • Ensure only relevant and appropriate data and personal information relating to donors, clients, tenants, staff and other members of the organisation is retained safely using the correct systems and procedures, is collected for legitimate purposes and is safely destroyed when appropriate.

Person Specification

Essential Criteria

Documentary evidence of qualifications and eligibility will be confirmed at the end of any recruitment process, candidates who do not possess the essential requirements, on the date of application will not be offered a position. It is the responsibility of the applicant to ensure they meet the essential criteria of the person specification.

The appropriate candidate will have:

- Proven experience in administration roles including customer, client or tenant service or similar.
- Collaboration skills & experience to ensure completeness of date and information collection and sharing duties.
- Excellent IT skills – database, CRM, Etc.
- Excellent administration and project management skills with the ability to work to deadlines and manage multiple priorities.
- Excellent written and verbal communication skills with an ability to communicate to different audiences.
- Confident on telephone calls and interpersonal communications.
- Criminal Record Self Declaration will be sought for this role.

Desirable Criteria

It would be an advantage for the candidate to have:

- Experience of administrative work in housing, property or tenant services including social housing.
- Experience in the charity Not for Profit sector with a proven track record of working with housing or property management teams.
- Experience of working with Local Authorities and service partners in the social housing and support industry.
- Proficient use of Microsoft office applications such as word and excel and experience of data entry to a record keeping system (ideally Salesforce).
- 3rd level qualification in Housing Studies, Property management, Administration or other relevant qualification or demonstrable experience in the area.
- Organised, flexible, hard working with a passion for excellent tenant care.
- Full driver's licence and access to own car.
- Good understanding of the charity sector and the codes of best practice in Housing and GDPR in Ireland.

NOVAS Employment Benefits

NOVAS is committed to attracting and retaining the best talent in service of our clients and tenants and values the hard work and commitment of our staff.

Detailed below are a range of benefits you receive as a NOVAS employee.

Support & Supervision	Every employee will have regular planned one-to-one meetings with their line manager as well and Team Meetings and Monthly All Staff Town Hall meetings in order to ensure you are connected to, and supported by your colleagues and the organisation.
Learning & Development	NOVAS will fully fund a wide range of training programmes required role specific including First Aid, Fire Safety, Manual Handling, Trauma Informed Practice.
Career Progression	NOVAS believes in supporting the development and career path for our staff and develop skills for role changes, Leadership Preparation and Management Development.
Salary Scales	NOVAS has defined salary scales and has committed to awarding annual increments to staff depending on sustained funding.
Annual Leave	26 Days annual leave plus bank holidays.
Pension	A direct contribution pension with a 5% employer and employee contribution totalling 10%.
Employee Assistance Programme	Our Employee Assistance Programme provided by Inspire Wellbeing gives staff access to free confidential counselling and a suite of online mental health and wellness tools.
Further Education Support	With the help of your line manager you can apply for financial support, study leave or exam leave days to complete external professional qualifications to help further your career.
Sick Pay	2 Weeks full and 2 weeks half sick pay certified.
Maternity Leave	18 weeks full pay which can be pro rata across duration.