

Job Description: Property Services Officer

Job title:	Property Services Officer Reference: PSO01
Location:	Dublin
Responsible/Reporting to:	Head of Housing and Property Management
Job purpose:	To work with HAIL's Property Services Manager to ensure all necessary property services are delivered to a high standard. This will include but not limited to defect diagnosis, property inspections, snagging, response repair diagnosis and management of stock condition surveys, building survey reports, contract administration and providing property support to staff.
Salary Scale:	Starting Salary €43,416 - €54,220.80 (dependent on experience)
Job Information:	This is a full time post, 35 hours per week over five days, Monday to Friday. Some evening work may be required.

About HAIL

HAIL is an Approved Housing Body with over 480 properties.

Founded in 1985, the Housing Association for Integrated Living (HAIL) is Ireland's specialist mental health housing association. As an approved housing body, we provide high-quality social housing and mental health tenancy sustainment services. The work we do helps people live independently in their homes and community.

Our mental health tenancy sustainment services and housing team help our tenants and clients maintain their tenancies and live independently by providing support on mental health recovery, household and budget management, pursuing employment and education opportunities and maintaining links with family and friends. You can find out more about these services [here](#).

We pride ourselves at all levels of our organisation for having an excellent reputation in both the housing and mental health care sectors. As part of our current strategic plan 2024-2028, we are aiming to support more people by providing an additional 300 new homes and expanding our support services into more communities across Ireland.

Our Values

- **Trust:** Our relationships are built on trust. We work closely with our stakeholders, clients and tenants to achieve the best possible outcomes.
- **Respect:** We work towards creating an equitable society where all are treated with respect and dignity. We listen with open hearts and open minds as we believe everyone's voice has a right to be heard and respected.
- **Leadership:** We are leaders in delivering our vision and purpose, courageously and responsibly providing homes and supporting those living with mental health challenges.

1. Key Role & Responsibilities: Stock Condition Surveys

- To assist the Property Services Manager with the implementation of the Association's Asset Management Strategy.
- Verify current stock condition of the properties and identify all necessary property data information.
- Input collated property data information and populate into Housing Management System, Afinity & M3 Vision.
- Validate all asset related data currently held and update accordingly.

2. Key Role & Responsibilities: Responsive Repairs & Maintenance

- Carry out defect diagnosis inspections and prepare reports.
- Undertake pre and post inspections of repair work and producing detailed and accurate reports.
- Preparing schedules of works and specification and obtain quotations for repairs.
- Instruction and inspection of contractors work on site when required.
- Inspecting and reporting on a sample of completed repairs and service agreement work to ensure that HAIL's standards are met.
- Providing property assistance to all Team's as required.
- Carry out inspections of void properties and prepare list of repairs in addition to those required under HAIL's Maintenance Manual.
- To manage the performance of HAIL's contractors
- To complete post inspections to HAIL's contractors work

3. Key Role & Responsibilities: Planned & Cyclical Maintenance

- Project manage works schedule for elements of both the planned and cyclical maintenance programs
- Undertake pre and post inspections of properties and works included in planned and cyclical maintenance programs.
- Attend contract meetings for planned and cyclical maintenance schemes and monitoring progress and performance.
- Assist with preparation of specifications and contract documentation

for maintenance contracts and advising on the appointment of contractors.

- Assisting with preparation, implementation and management of planned and cyclical maintenance programs.
- Assist with the supervision of planned maintenance contracts and cost control.
- Liaise with Tenants and Contractors on the cyclical and planned programme and quality control.
- Management of service contract providers and inspection of work

5. Key Role & Responsibilities: New Properties & Refurbishments

- To Assist with tendering, contract administration, inspecting and monitoring of the contractor's work.

6. Key Roles and Responsibilities – Organisation

- Working with other teams within HAIL
- Utilising the housing management computer systems for the administration and maintenance of all relevant property files.
- To create, manage, update and maintain all property files.
- To contribute to policy and procedures and to participate in the ongoing review and revision of documents within a service improvement framework.
- Developing and maintaining relationships with local housing authorities and other agencies who have a key role in effecting property management.
- Keeping abreast of key legislative and procedural matters which affect your work as Property Services Officer.
- Producing reports as required on key performance indicators for all properties and developments.

7. Key Roles and Responsibilities – Training

- Attend/Request training appropriate to your role.

8. Key Roles and Responsibilities – Other

- To fulfil all care and high standards regarding both HAIL's and your own health and safety obligations.
- To ensure that all associated risks are mitigated and reported to the appropriate person
- To positively promote the Association in all activities.
- To exercise discretion in all aspects of the role.
- Any other duties which are consistent with your role.

Person Specification - Key requirements for this post are;

Qualifications	Essential	Desirable
Candidates will have at least 2 years' experience in a similar role	Y	
Minimum of Degree required in Building Surveying or equivalent property/construction related degree or proven related experience.	Y	
Professional membership of the Society of Chartered Surveyor and the Royal Institute of Chartered Surveyors or equivalent		Y
Managing Safely in Construction Certification		Y
Full driving licence and use of car / Ability to meet the mobility requirements of the post.	Y	
Specialist role related knowledge, especially building surveying & building pathology.		Y
Experience, Skills & Knowledge		
Knowledge of techniques of residential construction and their services systems for both single houses and multi-occupancy units.	Y	
Project management skills and experience		Y
Financial control and budget management skills		Y
Knowledge of Health and Safety legislation and compliance within a construction setting.	Y	
Experience in planned and cyclical maintenance and production of relevant inspection reports.		Y
Experience in managing building and schedule of conditions surveys.		Y
Experience of housing/asset management based software desirable.		Y
PC literate and competent in using Microsoft Word, Excel and Outlook.	Y	

Ability to work accurately / attention to detail.	Y	
Communication skills –verbal and written, report writing & presentation.	Y	

Conditions

The Salary will be commensurate with the experience of the individual appointed and in line with the Organisation's salary scale.

Salary Scale: Starting Salary **€43,416 - €54,220.80** (dependent on experience)

HAIL offers:

- Flexible working hours with a flexi time system in operation
- 24 annual leave days plus 3 Company days
- Company Pension Scheme with current contributions rates of 6% employer contribution and 6% employee contribution
- Death in Service Benefit
- Health insurance for serious illness
- Training and development
- Paid expenses
- Satellite office locations with a hybrid approach to working hours
- Professional Subscriptions paid by HAIL (after probationary period)
- Hybrid Working arrangements

Appointment

This post will be filled immediately.

All contracts are subject to successful completion of a six-month probationary period.

Recruitment Process

Please send **a letter of application** outlining your suitability for this role and your **C.V.** to hr@hail.ie by **5pm** on **4th July 2025**.

Only those shortlisted for Interview will be responded to.

HAIL is an equal opportunities employer.

