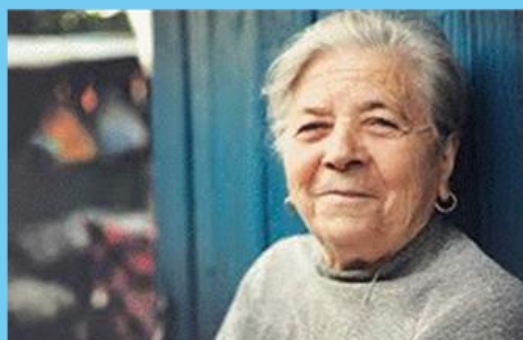


Tenant Services Officer

Recruitment Pack

September 2025



Your application

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 along with a supporting letter. 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@Cabhrú.ie. Your application will be acknowledged, and you will then receive feedback within 5 working days of the closing date, for applications.

Key dates for your diary

- Applications must be received by **22nd September 2025**
- Cabhrú intend to hold first round interviews **week ending the 10th October 2025**.
- If Cabhrú decide to hold second round interviews, they will be held week ending the **20th October 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

Contents

Welcome to Cabhrú Housing Association	4
About the Role / Role Summary	5
Main Roles and Responsibilities	6
Person Specification	8
Organisational chart	10
Key terms and conditions	10
Key dates and the selection process	12
Cabhrú's Vision, Mission and Values	13

Welcome to Cabhrú Housing Association

Thank you for your interest in this new role as Asset & Property Services Manager for Cabhrú Housing Association. I am pleased that you are considering this opportunity and hope this document gives you a flavour of who we are and what we are seeking to achieve.

Cabhrú 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 January 2025, owns and manages 174 social housing homes, 133 in the Dublin City Council area and 41 in the Dún Laoghaire–Rathdown County area.

Cabhrú 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. Cabhrú 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.

Cabhrú 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. Cabhrú endeavours to ensure that all Tenants are comfortable and safe.

As a provider of housing for older people, Cabhrú 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.

Cabhrú 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 Cabhrú will adapt its activities to ensure that its Tenants continue to live as independently as possible. Cabhrú has entered into a phase of significant growth to play its part in meeting the need for social housing for older people. Currently Cabhrú have 83 new homes in various stages of development. We anticipate that by the end of our current Strategic Plan 2024 – 2029, Cabhrú will have over 300 homes in the Dublin area.

The growth in the number of homes along with the growing level of regulatory compliance on Approved Housing Bodies such as Cabhrú means that the role of Tenant Services Officer is critical to ensure that Cabhrú is a positive place to live in, that we can assist tenants sustain their tenants for as long as possible in the community, and to make sure that the estates that our tenants live in are positive places to live in.

Kind regards,

Pat Doherty

About the Role

Reporting to the Chief Executive Officer you will be joining a small diverse team that provides professional high-quality supports and services to Tenants. You will have responsibility for tenancy and estate management and will be the first point of contact with Tenants. You will be providing support and guidance to assist Tenants to sustain their tenancies and to promote responsible tenancy conduct for the benefit of all Tenants. The role requires a deep understanding of the specific needs of the older tenant group served by Cabhrú Housing Association.

Summary of the Position

As a member of Cabhrú's Tenant Services Team, the Tenant Services Officer will be responsible for

- Overseeing and managing all aspects of lettings and allocations of Cabhrú homes, in line with company policy and procedure and the relevant protocols and guidelines laid down by the Local Authorities we work within.
- Providing support to Tenants in all areas around their tenancy assisting them in sustaining their tenancy.
- Overseeing and monitoring rental income, and in cases where arrears are developing, work with Tenants to develop strategies to recover arrears and avoid further arrears in amassing.
- Overseeing and managing all matters relating to estate management including, dealing with complaints and any cases of antisocial behaviour.
- Work and support the Tenant Engagement Officer in the delivery of the Tenant Engagement and Communication Strategy.
- Work and support the Asset Management Function in the delivery of the responsive, cyclical and planned maintenance programme.

Salary

The annual salary for this position is €40k. However, should a candidate have substantial suitable experience, entry at a higher salary may be considered.

Key Roles and Responsibilities

Lettings/Allocations

- Managing first time lettings and reletting of homes as and when they become vacant in line with organisational policies and procedures, legal and regulatory recruitments as well as with agreed protocols with the various local authorities.
- Developing and maintaining good working relationships with the local authority housing and allocations teams.
- Carrying out joint assessment / inspection of Void properties, along with Property & Asset Management staff and agreeing works required to bring up to Cabhrú Standards.
- Delivering pre-tenancy training to all new Tenants, making sure that the Tenant, and in some cases their support providers / family, understand the conditions, rights and responsibilities as set down in their tenancy agreement.
- Liaising with development function on planned completions of new housing and ensure that agreed Cabhrú and local authorities' protocols and procedures are followed, in regard to first time lets.

Tenancy Management

- Providing ongoing support and advice to Tenants to support them in sustaining tenancies.
- Sourcing and providing information from external groups / agencies whose services may be of benefit to the Tenants and signposting such information to Tenants.
- Taking a proactive and leading role in managing tenancy management issues, including (but not exhaustive): antisocial behaviour, property conditions, safeguarding, mental health, cognitive or physical decline where it is impacting on the Tenants ability to sustain independent living.
- Carrying out periodic reviews of tenancies.

Rent and Rent management

- Gathering all information required to support the successful application for rent support from the State.
- 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.
- Developing and implementing strategies to avoid or recover arrears, including sending reminder letters, making phone calls, and arranging face-to-face meetings with tenants.
- In liaison with the Cabhrú Finance Function, negotiating and setting up realistic and manageable repayment plans tailored to individual tenant circumstances.
- Ensuring that all income returns are processed and recorded appropriately on Housing Management software.
- Supporting Finance Function in the annual assessment of rents and communicating with Tenants regarding rent assessments.

Tenant Engagement

- Work with the Tenant Engagement Officer (TEO) to support activity around the organisations Tenant Engagement and Communications Strategy.
- Cover for the TEO when they are on leave.

Estate and Neighbourhood Management

- Working with other members of the Cabhrú team to ensure Cabhrú housing schemes are vibrant and welcoming places to live.
- Regularly visiting schemes and recording inspections and actions
- Overseeing and managing Cabhrú's complaints procedure and processes.
- Responding to any nuisance behaviour and taking appropriate action.
- Addressing cases of Antisocial Behaviour and other breaches of tenancy
- Recording and identifying causes of damage to property and ensuring it is remedied. Supporting and liaising with Tenant Engagement Officer and Tenants to maximise tenant Engagement within the various schemes.
- Attending relevant Tenant meetings set up under the Tenant Engagement and Communication Strategy as agreed with the Chief Executive Officer and Tenant Engagement Officer.
- Identifying and assisting in new initiatives that will further enhance tenancy and estate management.

Repairs

- Liaising with Cabhrú's Property & Asset function regarding any responsive, cyclical and planned maintenance requirements for both Tenants' homes and the wider estate/schemes.
- Ensuring that any recharges due to be collected from Tenants are recharged and recouped.

General / Organisational

- Providing a visible and positive housing presence where Tenants have access to you, as their first point of contact with the organisation. This will mean a regular presence at all Cabhrú schemes and visiting Tenants in their homes at least once a year.
- Representing Cabhrú at external meetings and events as agreed with your line manager.
- Contributing to the development and review of organisational policies and procedures, taking the lead in those relating to the area of tenancy management.
- Maintaining and updating all tenant files and data (both physical and digital) in accordance with Cabhrú policies and procedures and in line with data protection requirements, ensuring that they are clear, accurate and concise.
- Producing reports as required to the Chief Executive Officer as and when required to include information on items relating to tenant management, and measurement against Key Performance Indicators agreed by the Board.
- Preparing cases, advising solicitors, and representing Cabhrú at RTB or Court Hearings
- Ensuring that senior management are made aware of any critical 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.

Training

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

Person Specification

Person Spec	Essential	Desirable
Knowledge and Experience		
Minimum of 2 years working in social housing	Y	
Minimum of 2 years working in a housing management experience		Y
Experience of working in an estate management role.		Y
Experience of working in older people or vulnerable groups.		Y
Demonstratable understanding of social housing sector.	Y	
Demonstratable understanding of best practice in providing housing and estate management services.	Y	
Knowledge of housing law and tenancy agreements under the RTB		Y
People and Stakeholder Skills / Knowledge		
Experience of building and maintaining good working relationships with a diverse range of stakeholders both internally and externally.	Y	
Excellent communication skills, verbal, written and presentational	Y	
Demonstratable ability to identify, resolve and prevent problems.	Y	
A second language / multi-lingual		Y
Operational Skills / Knowledge		
Excellent planning and organisational skills	Y	
Good computer literacy / use of IT systems	Y	
Full valid driving licence with access to vehicle.	Y	
Experience of working with a CRM (Housing Management) software system or similar.		Y
Experience of using IT packages software, incl. Microsoft Word, and Excel	Y	
The ability to work under pressure and to meet strict deadlines and proven ability to take ownership of tasks / project delivery	Y	
High level of English, and ability to write reports and letters		Y
Qualifications / membership		
Educated to a degree level (or equivalent)		Y
Professional qualification e.g. Relevant housing qualification - ICSH/CIH		Y
membership of Chartered Institute of Housing		Y

Skills and abilities

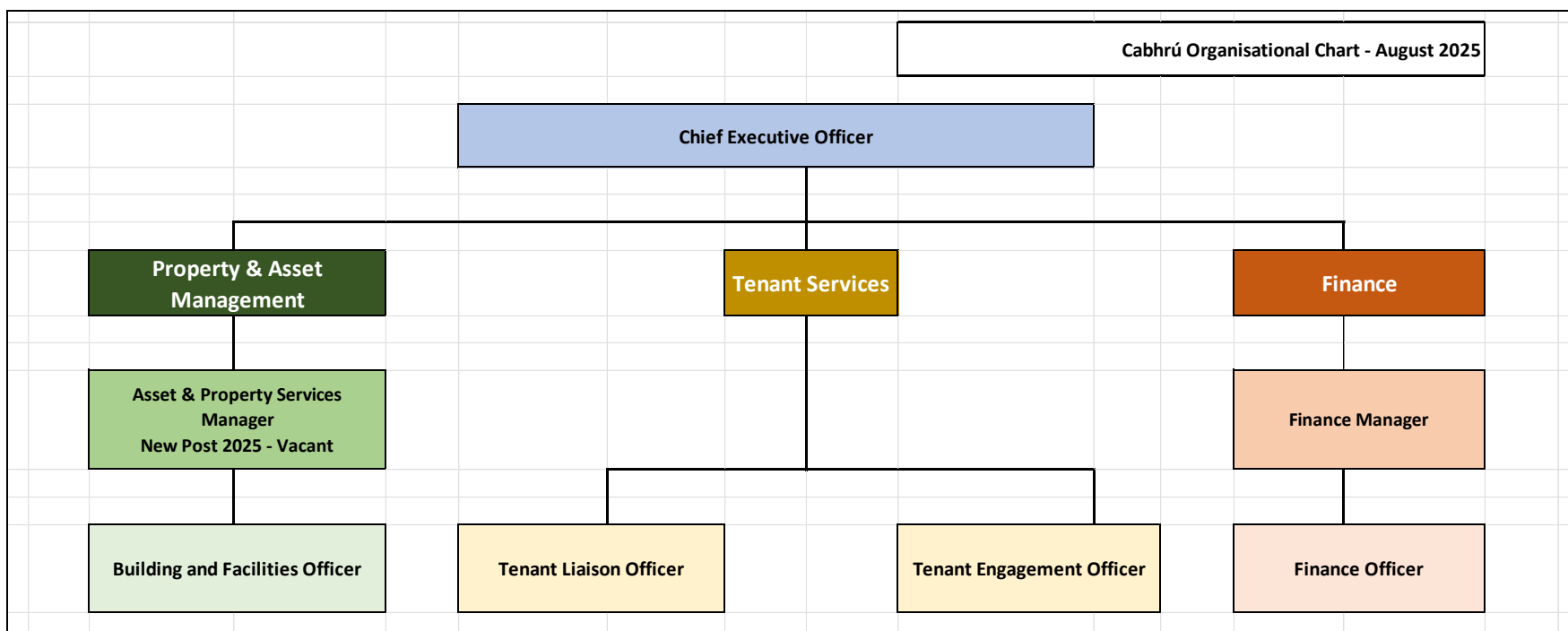
- Able to identify and implement new ways of working, improving service standards, and efficiency.
- Able to work intuitively with a wide range of people and stakeholders, securing buy-in, maintaining effective partnerships and stakeholder relationships.
- Able to understand and translate regulatory 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.
- 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 by the Chief Executive Officer to consider changes, developments and service requirements.

Organisation chart.



Key terms and conditions

The role: Tenant Services Officer
Location: Multi-site and Head Office, Fr Scully House, Middle Gardiner Street, Dublin
Remuneration: DOE €40,000
Hours of work: 37.5 hours per week
Annual leave: 24 days annual leave entitlement, plus Good Friday an additional Company day
Other Employee Benefits: <ul style="list-style-type: none"> • Defined Contribution Pension Scheme – up to 6% on completion of probation period • 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) • Annual subscription for Professional Body • Payment of Chartered Institute of Housing (CiH) membership on completion of probation • Flexible working arrangements • Free parking at Cabhrú schemes for work related activities • Bike to work scheme. • TaxSaver commuter Ticket Scheme

Key dates and the selection process

Closing date: 22nd September 2025 at 12 noon

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 29th September 2025.

First interviews:

Interviews will be held in person in Fr Scully House, Gardiner Street Middle, Dublin 1, D01 YY26 week ending the **10th October 2025**.

Final interviews:

Following the first round of interviews, the panel will decide if a second round of interviews is required. The second round of interviews will take place within 2 weeks of the panel decision.

Vision, Mission and Values

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.

Telephone 00 353 1 443 8842
Fr Scully House
Gardiner Street Middle
D01 YY26

recruitment@Cabhrú.ie
info@Cabhrú.ie
www.Cabhrú.ie