



## **Job Description Housing Officer**

Job title:	Housing Officer
Reporting to:	CEO
Responsible for:	N/A
Location:	Dublin 12
Job purpose:	The Housing Officer will be responsible for providing a generic, customer focused Housing Management service to tenants of Clanmil Housing Association Ireland CLG
Salary Scale:	€34,153.69 to €42,004.73 as at September 2019
Job Information:	This appointment is for maternity cover Duration - between 9 and 12 months 37 hours per week - 9.00am to 5.00pm Monday to Friday.

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Clanmil Housing Association Ireland CLG (Clanmil Ireland) is an Approved Housing Body with almost 350 properties in management, mostly in the Greater Dublin area.

We currently operate from an office in Dublin 12 and manage stock in the four Dublin council areas, and also in the counties of Louth, Meath, Kildare, Wicklow and Laois.

The Housing Officer is responsible for the delivery of high quality housing management services on behalf of the Association.

In an increasingly commercial environment, there is an expectation that the post-holder will have a degree of business acumen and be able to deliver commercial services in the social housing sector.

## **Job Purpose**

### Summary

The Housing Officer be responsible for the day-to-day provision of housing management functions with Clanmil Ireland.

Reporting to the CEO, the post-holder will contribute to the efficient delivery of housing management services, through the provision of effective housing systems and procedures.

The post-holder will be required to ensure our housing management services are provided to a standard which is compliant with all regulations and relevant legislation, and delivered in accordance with the requirements of Clanmil Ireland's policies and procedures.

The post-holder will be based at the organisation's office in Dublin 12, or at any other venue as may be agreed between the post-holder and the Chief Executive.

The following are (in no particular order) Key Roles and Responsibilities for the post:

#### Housing Management

- Manage rent accounts and recover rent arrears and related recharges in accordance with policies and procedures including attending legal proceedings
- Assist with the calculation of rents on an annual basis (or as required) in accordance with rent setting policies and procedures
- Partake in the delivery of a response repairs and maintenance service, inspecting properties, raising maintenance requests, checking completed works, and liaising with the association's contractors
- Liaise with Development staff on new schemes
- Manage voids in accordance with policies and procedures, including liaising with the association's insurers
- Assist in the delivery of planned and capital maintenance programmes
- Assist in the delivery of service contracts, liaising with the association's contractors

#### Customer Services

- Provide a comprehensive Housing Management Service
- Promote tenant and community involvement and participation
- Manage complaints and all breaches of tenancy conditions in accordance with policies and procedures
- Allocate properties according to policies and procedures
- Sign up new tenants, providing information to applicants and undertaking accompanied viewings
- Provide pre-tenancy training and support before and during the tenancy
- Regularly inspect and monitor schemes

## Internal Processes

- Take telephone enquiries and personal callers, respecting confidentiality and ensuring compliance with Data Protection legislation
- Assist with the setting of budgets, including service charges, ensuring all policies and procedures are followed
- Assist with compiling variance reports for Board and Committee purposes
- Liaise with any and all relevant agencies, Government Departments, and organisational partners

## Organisational Learning & Growth

- Support and encourage the improvement of services for tenants of the Association
- Advise on any design features causing concern for Housing Management
- Assist with reviewing policies, procedures and systems
- Maintain effective communications internally and externally regarding organisational aims, objectives and ethos
- Take part in training and briefings as directed by the Chief Executive Officer
- Have a personal responsibility to promote and support measures designed to create a working environment
- Ensure that no religious, political or sexual discrimination, intimidation or harassment or obscene behaviour occurs within the Association.
- Any other duties as required by the Chief Executive to ensure the successful operation of the Association.

## General

- Assist in ensuring that all tasks and performance measures are implemented and maintained with targets to fulfil our Corporate and Business plan objectives
- Participate in any training that may be considered necessary
- Assist in the procurement process as required
- Management of any relevant contracts

## **Conditions of Employment**

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

The post-holder will be required to work 37 hours per week. Office hours are Monday to Friday 9:00am to 5:00pm, although the post-holder may be required to work outside of these hours, including evenings and weekends, to meet the requirements of the role. Flexi-time is in operation.

The post-holder must have a full driving licence and use of and access to a vehicle suitable for undertaking the duties of the role.

<b>PERSON SPECIFICATION</b>
<b>CRITERIA – ESSENTIAL (E) / DESIRABLE (D)</b>
<p><b>EXPERIENCE / KNOWLEDGE</b></p> <p>Knowledge of social housing management (E)</p> <p>Basic technical knowledge in relation to the management of a portfolio of housing stock (E)</p> <p>Work effectively as part of a team (E)</p> <p>Excellent verbal and written communications skills, with the ability to produce reports and write letters (E)</p> <p>Experience of working in a customer focused and customer facing role (E)</p> <p>Demonstrate ability to organise and manage a complex and varied workload and meet deadlines and targets (E)</p> <p>Computer literacy and proficient in the use of Microsoft Office and other software applications (E)</p> <p>Ability to communicate and interact in a professional, diplomatic, and sensitive manner with customers/tenants/contractors (E)</p> <p>A lateral thinker with a methodical approach to details and problem solving (E)</p>
<p><b>QUALIFICATIONS</b></p> <p>A professional qualification in housing and one year's experience in housing management (D); or,</p> <p>Three years' experience in housing management (D)</p>
<p><b>SKILLS / ABILITIES</b></p> <p>Experience in the use of a housing management system (D)</p> <p>Ability to demonstrate business awareness and commercial acumen (E)</p> <p>A lateral thinker (E)</p> <p>A methodical approach to detail (E)</p> <p>Numeracy and budget management skills (E)</p> <p>Be self-motivated (E)</p>
<p><b>OTHER</b></p> <p>Ownership of or access to a vehicle suitable for undertaking the role (E)</p> <p>Full clean Irish or EU driving licence (E)</p> <p>Availability to attend occasional meetings outside normal office hours (E)</p> <p>A commitment to self-improvement through training and development (E)</p>