

<b>Job Title:</b>	Senior Officer - Housing Services and Performance	<b>Job Holder:</b>	Vacant
<b>Reports To:</b>	National Manager for Social Housing & Specialist Services	<b>Location:</b>	National (flexibility afforded to office location)
<b>Region:</b>	National	<b>Date of Job Description:</b>	April 2019

### 1. PURPOSE OF THE JOB

The Senior Officer -Housing Services and Performance is an exciting opportunity for an ambitious person to influence the direction of the housing service offering to St Vincent De Paul tenants. You will have a key role in leading on the achievement of high performance and compliance standards across the social housing operations as well as providing direction on operational matters to Regional and Scheme Officers nationally.

Housing services are currently delivered through a network of volunteer Housing Groups (Conferences) nationally supported by Regional and Scheme Housing Officers. You will be required to work closely with officers across the country, to provide direction, information and support in the management of a varied work load assisting in supporting our volunteer base in the delivery of core services of tenancy management; voids and allocations, estate services; and income management. Housing, and the needs of our tenants and organisation, is a dynamic and changing environment. You will take a principle role in instigating and leading change as it arises for Housing Officers and volunteer members, developing and implementing practical skills, policy and guidance to deliver excellent services and achieve high performance standards.

## 2. ENVIRONMENT OF THE JOB

Saint Vincent De Paul is a large, national, voluntary organisation with extensive experience of working with a diverse range of people who experience poverty and exclusion. Through its network of over 12,000 volunteers and 800 staff, it is strongly committed to working for social justice and advocates the creation of a more just and caring society. SVP employs people to support volunteers in a variety of settings including housing and hostels, community care, shops, administration and other specialist areas.

In the area of housing activity, the Society is classified as a Tier 3 Approved Housing Body and has approximately 1000 units of social housing nationally. The Society's housing is delivered and managed by approximately 65 individual volunteer led local Housing Conferences across the country supported by Regional and Scheme Housing officers. A significant number of housing units have been funded under the Government's Capital Assistance Scheme (CAS), which provides special needs housing to Older People, (Over 55 years), people with a disability, or people who are currently homeless. The Society as a Tier 3 Housing Body is regulated under the Social Housing Regulation Code and is required to report annually to the Regulation Office on its social housing activity. In addition, there is a requirement to register all social housing tenants under the Residential Tenancies Board in line with the Residential Tenancies (Amendment) Act 2015.

The Society is Christian based with a strong sense of Gospel values. The founder of the Society, Blessed Frederic Ozanam, was a devout Catholic and his legacy of spirituality remains a key element for volunteer members of the Society and underpins the conduct of conference meetings. It can often therefore be normal practice within the Society that prayers are said at the beginning and end of Conference meetings or at meetings where members are in attendance as this underpins the ethos of the Society. There is no requirement for staff members to actively participate in the saying of prayers but to respect the ethos of the Society and be aware that this practice may occur.

## 3. GUIDANCE AND AUTHORITY

The post holder will work closely with the National Manager for Social Housing & Specialist Services. The post holder is expected to operate with considerable autonomy. The nature of matters referred upwards are those:

- Where significant resistance is experienced in the development of good practice and implementation of policy.
- Where practice or proposed practice places stakeholders in a position of risk e.g. a child, a vulnerable adult, members, volunteers, the reputation of the Society.
- Where decision will have a significant impact on the workload of others.
- Non-compliance of an agreed policy or procedure.
- Action likely to adversely affect the Society.

#### 4. PRINCIPAL ACCOUNTABILITIES

ACCOUNTABILITIES	HOW ACHIEVED
<p><b>1. Housing Services</b> Ensure an appropriate housing service offering to St Vincent De Paul tenants.</p>	<ul style="list-style-type: none"> <li>• Review and define service offering and align resources, tools and aids to support housing officers and members;</li> <li>• Support daily operations– tenancy management; voids and allocations; income management;</li> <li>• Working within housing team to initiate appropriate actions to ensure that high service standards are achieved and challenges overcome;</li> <li>• Finance and budgeting; target resources most effectively to run a <i>sustainable social</i> Housing model with a strong emphasis on value for money.</li> </ul>
<p><b>2. Tenant Management</b> Ensure that the Society delivers high quality services that enable Housing Officers and tenants to manage and sustain tenancies.</p>	<ul style="list-style-type: none"> <li>• Provide Housing Officers and Conference members with training, support and guidance on established policies and procedures in relation to tenant management issues;</li> <li>• Support Conferences/Hosing Officers in dealing with RTB dispute resolution cases, providing advice, guidance and assisting in the preparation of case evidence;</li> <li>• Ensure the appropriate provision of guidance to Officers and members on tenant registration requirements associated with the Residential Tenancies Board including all required information and updates.</li> </ul>
<p><b>3. IT System</b> Lead on the roll out /use of a social housing IT System across Social Housing Membership and staff in order to improve service and efficiency.</p>	<ul style="list-style-type: none"> <li>• Lead on the development and implementation process associated with a social housing IT system;</li> <li>• Be the lead contact/Information point/liaison person for the Society in relation to an IT service provider;</li> <li>• Lead on Housing Officer and Housing Conference member training on an established IT system.</li> </ul>

<p><b>4. Policy Implementation and Development</b></p>	<ul style="list-style-type: none"> <li>• Ensure the implementation of Policies and Procedures as per the Society's Social Housing Policy &amp; Procedures Manual;</li> <li>• Update, develop and issue policies, procedures and guidance documentation in line with the requirements of the <i>Performance Standard and Assessment Framework for the Regulation of Approved Housing Bodies in Ireland</i> (December 2018).</li> </ul>
<p><b>5. Housing Officer Support &amp; Training</b> Promote a culture which is supportive of excellent service delivery and meets the Society's Social Housing vision, mission and values.</p>	<ul style="list-style-type: none"> <li>• Support Housing Officer performance and maintain morale and motivation;</li> <li>• Organise and lead on hosting of monthly Housing Officer Forum meetings, setting Agenda and delivering on training, performance/compliance work areas;</li> <li>• Work with the Social Housing Team to develop a learning and development programme that ensures continual professional development of housing staff and volunteers;</li> <li>• Support National Housing Team in the roll out of the annual Social Housing Conference/Regional Seminars.</li> </ul>
<p><b>6. National, Regional Committees /Working Groups</b></p>	<ul style="list-style-type: none"> <li>• Attend and participate/lead on training/updates as required to National/Regional/Working Groups;</li> <li>• Develop papers/information updates as required.</li> </ul>
<p><b>7. Performance Management</b> Set and deliver high levels of performance with regard to relevant housing services and regulatory compliance, leading on the continued roll out of the Society's Social Housing Performance System.</p>	<ul style="list-style-type: none"> <li>• Provide support to Housing Officers in the completion of quarterly Performance Management Reports;</li> <li>• Consolidate outputs on Performance outcomes and produce quarterly national performance report for dissemination to National Committee /submission to Regulation Office as part of annual Regulatory Return;</li> <li>• Understand and continually develop data and reporting requirements that both enhance and improve the Society's service delivery and fulfil our regulatory requirements;</li> <li>• Manage, organise, critically analyse and report on data. Utilise Performance data to understand and improve performance and report to Regional and National Committees to facilitate strategic</li> </ul>

	decisions/policy development.
<b>8. Housing Income</b>	<ul style="list-style-type: none"> <li>• Lead on the implementation of Rent Setting Policy and monitor progress;</li> <li>• Provide support and training to Housing Officers/members on all aspects of rental income including social housing rent system, rent recording, rent arrears;</li> <li>• Provide regular updates on Rent levels to the National Social Housing Committee.</li> </ul>
<b>9. Social Housing Regulation</b> Promote full compliance with all statutory regulations, guidelines and best practice in social housing services.	<ul style="list-style-type: none"> <li>• Review and ensure full awareness of requirements and align work areas as required;</li> <li>• Complete Annual Regulation Return as per relevant work area.</li> </ul>
<b>10. Work Plan, Strategic &amp; Business Plan</b>	<ul style="list-style-type: none"> <li>• Develop, lead and manage projects to deliver the Housing Services Annual Work Plan;</li> <li>• Contribute to the development of relevant strategic/operational plans associated with social housing.</li> </ul>
<b>11. GDPR compliance</b>	<ul style="list-style-type: none"> <li>• To develop and oversee an implementation plan for necessary data archiving through compliance with GDPR obligations in relation to social housing.</li> </ul>
<b>12. Risk.</b> To continually reassess the operational risks inherent in the operations, taking account of changing economic/market conditions, legal and regulatory requirements, operating procedures and practices and any impact of management restructures / new technology.	<ul style="list-style-type: none"> <li>• Update National Social Housing Risk Register on a regular basis on information received nationally e.g. performance management information.</li> <li>• Support Social Housing Team in the roll out of training to Housing Officers/members in relation to Health Safety/ Safety Statements/Risk Assessments.</li> </ul>

## 5. CHALLENGES

There are a number of challenges in this role, largely determined by the scale, complexity, voluntary nature and high levels of local autonomy with the Society.

- Acceptance of the dynamic of a complex, national, membership organisation and an understanding of how this both contributes to and constrains the work.
- Resilience and persistence in the face of barriers and organisational roadblocks encountered.
- Influencing others not under direct authority.
- Influencing stakeholders to recognise and to act upon, the need for accelerated change.

## 6. OTHER INFORMATION

In addition to the duties and responsibilities listed above, the job holder may be required from time to time to perform other duties as deemed reasonable and necessary by the employer. The job holder may also be required from time to time to work or attend training/meetings at another location. As much notice as is reasonably practicable will be given of any such change.

The job holder must be available for some weekend and evening work. The post holder will be expected to use their initiative and be highly motivated.

## 7. EDUCATION, KNOWLEDGE, EXPERIENCE AND SKILLS TO UNDERTAKE THE ROLE AT A FULLY ACCEPTABLE LEVEL

### EDUCATION

- A relevant honours degree or equivalent in housing, property, social sciences or a related field an advantage.
- Professional qualification e.g. Chartered Institute of Housing, Irish Council for Social Housing.
- IT qualification a distinct advantage.

### KNOWLEDGE

- A knowledge and appreciation of the Society, its ethos, mission and values.
- Knowledge & understanding of history, challenges and current regulations as they relate to Social Housing sector in Ireland.
- Current legislation, national standards, regulations and environment in which Social Housing is provided.
- Knowledge of needs and issues relating to Special Needs Housing and/or vulnerable people.

- Knowledge of Housing Management Software
- A knowledge of housing finance & administration.
- Information management, Data Protection and Confidentiality.

#### **EXPERIENCE**

- At least five years recent experience in a housing related role in a Housing Body, Local Authority, or in a Property Management role is essential,
- An advanced understanding of the issues and practices that relate to social housing/property management, void management, tenancy, management (inc. RTB), income management and estate/community work;
- Evidence of setting service priorities and aligning resources, tools and aids to support staff in achieving high standards and levels of performance;
- Proven record of staff/team management including: motivation, performance, improvement, conflict resolution;
- Proven effective development and implementation of projects to meet organisation objectives.
- Experience of implementing/ managing IT systems for Social Housing.

#### **SKILLS**

- Analysis & problem solving.
- Highly adaptable individual that reacts positively to change in a fast-paced environment.
- Excellent communication skills, both written and verbal: ability to present ideas clearly, concisely and in a timely manner to a variety of audiences.
- An ability to establish and maintain working relationships with a diverse range of stakeholders, and to work collaboratively with all.
- Highly organised with strong attention to detail.
- Ability to multi-task, prioritise, and manage time effectively.
- Coaching and feedback.
- Results based with customer/end user focus.
- Advanced IT skills (MS Office (Excel, word, PowerPoint)).

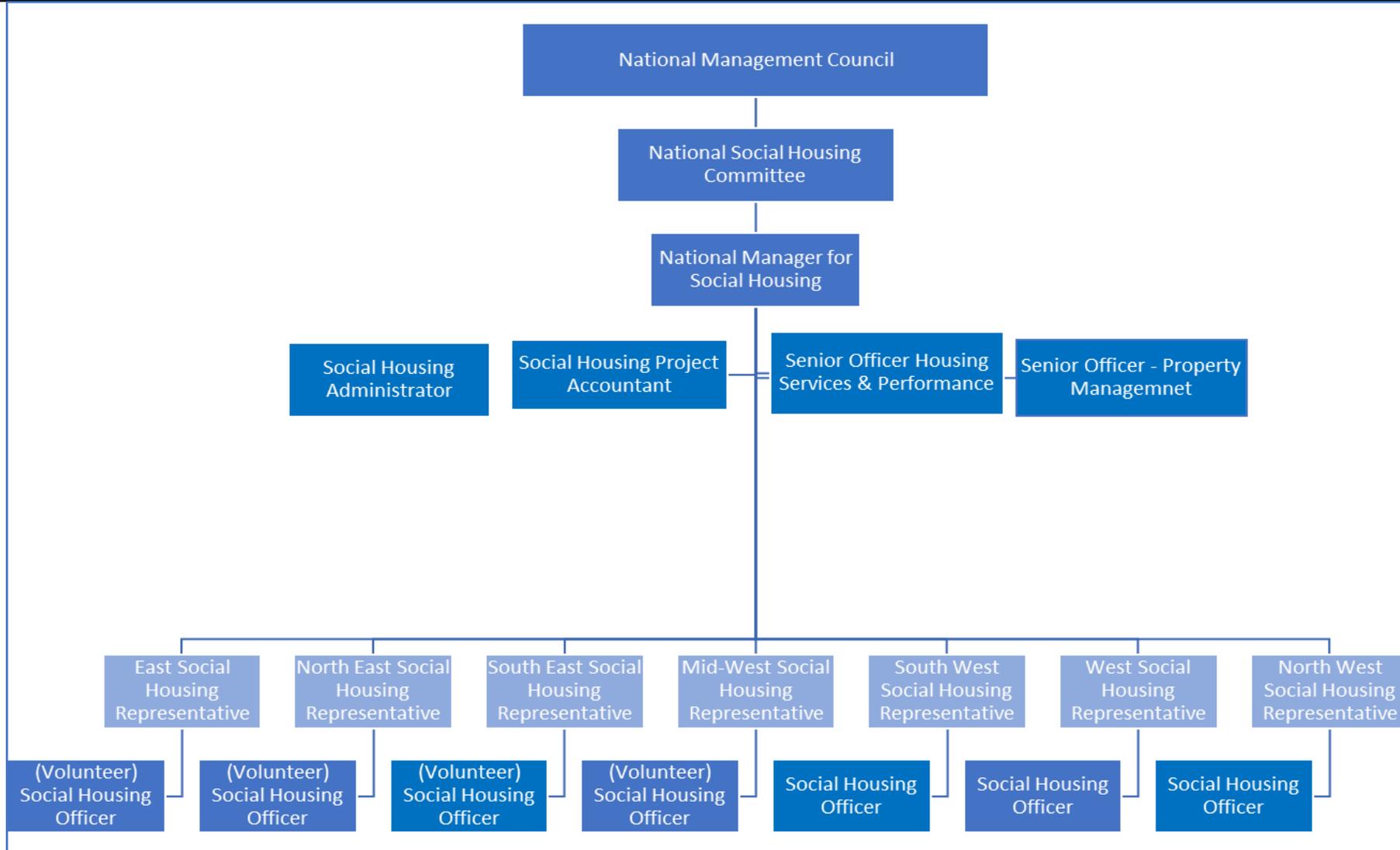
#### **The person must also demonstrate the following personal attributes:**

- be honest and trustworthy
- be respectful
- possess cultural awareness and sensitivity
- be flexible
- demonstrate sound work ethics

## 8. MAIN TERMS AND CONDITIONS

<b>Contract Type:</b>	Permanent
<b>Hours:</b>	37.5 hours per week
<b>Pension:</b>	5% employer contribution 5% employee contribution
<b>Salary:</b>	€45,000 - €55,000 per annum (depending on experience)

## 9. STRUCTURE CHART



The information contained in this job description is a true and accurate reflection of the job as at the date specified.

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Job Holder

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Line Manager