



**JOB DESCRIPTION:** HOUSING SERVICES MANAGER

**RESPONSIBLE TO:** HEAD OF HOUSING SERVICES

**LOCATION:** DUBLIN

**CONTRACT:** FULL TIME PERMANENT

**SALARY SCALE:** €61,077 (SP39)- €79,975 (SP49)

**Job Summary:**

As Housing Manager this role will work with the Housing Director and the wider Housing Team to ensure that a customer centred estate & tenancy management service is delivered to a diverse range of customers, in a non-judgemental and flexible way ensuring the varying needs of customers are met.

To deal with all aspects of Housing Management and Customer Care for residents.

To provide a responsive first-class quality and effective service to residents.

To supervise the work of housing management and other locally based staff in the provision of quality services to tenants.

To work closely with a range of stakeholders particularly local authorities, regulations office, landlords and developers.

To play a key role as the first point of contact within the Dublin office for Tuath Housing with all relevant Statutory Bodies.

To act as the line supervisor/ mentor/ guide to a team of Housing Officers and offer advice and guidance to the wider Housing Team.

To work flexibly and collaboratively with the other internal departments and contribute to the management and development of services which comply with legislative and regulatory requirements.

## **KEY RESPONSIBILITIES:**

### **Housing Management**

1. To co-ordinate and manage the handover of all new schemes
2. To deal promptly and effectively with anti –social behaviour issues, breach of tenancies and preparation of cases for court proceedings.
3. To allocate and let properties and to assess transfer requests
4. To deal with all the aspects of empty properties in order to quickly re-let them at the lowest possible cost.
5. To identify and process repairs including, ordering, monitoring and checking work and processing invoices.
6. To liaise with tenants, residents and consultants regarding design and improvement proposals, include the programming of work.
7. To assist the Housing Director and Development Director to attend site meetings, residents and public meetings plus other meetings, including management company meetings, AGM's and EGM's as required
8. To sit as a board member on Management Companies to represent the needs of Tuath Housing as and when required.
9. To facilitate and deliver accompanied property viewings.
10. To undertake pre-tenancy and post-tenancy training courses.
11. To gather information for insurance claims and attend court on behalf of the association if required.
12. To liaise with local authorities and developers in relations to handovers and to complete pre and post-handover administrative tasks.
13. To answer telephone calls and letters promptly, deal with enquiries and attend advice centres or day surges as required.
14. To advise tenants with regard to their rent and service charges and possible welfare entitlements.
15. To ensure income returns and proof of incomes are promptly obtained from tenants and that the annual rent review is undertaken and implemented prior to the first week in April each year.
16. To collect rent and service charges by way of standard procedure.
17. To maximise rent collection and to control arrears.
18. To instigate legal action for the non-payment of rent.
19. To work with residents and community groups to encourage participation and involvement and community integration.
20. To regularly visit schemes or estates and to note and record any repairs or defects and to quickly and efficiently remedy any estate problems.

21. To liaise as appropriate with the Finance Director and Housing Director on Housing Management issues concerning budgetary monitoring, financial reviews and financial controls.

### **Supervisory**

1. To provide management support and effective leadership to the housing management team and office-based staff, ensuring employee commitment to achieving service delivery.
2. To promote a positive and professional image of the organisation across the region.
3. To be responsible for the supervision, training, appraisal, direction and management of the Housing Services Co-ordinators and Resident Supervisors and or any other office-based staff.
4. To mentor Housing Service Co-ordinators and Residents Supervisors, being a source of support, guidance and advice.
5. To be responsible for identifying training needs, updating knowledge of changes in legislations, best practice and internal policies for the team.
6. To take part in the recruitment, selections and induction of team and other staff as required.
7. To contribute to the formulation of policies and procedures.
8. To attend monthly management meetings in the Head office.
9. To undertake monthly 1-1 meetings with office staff and report to Housing Director.

### **Health and Safety**

1. To conduct all activities in a manner, which is safe to yourself and others. To be aware, and to act in accordance with the Associations Health and Safety policy.
2. To contribute to the effective delivery of Quality Customer Orientated Service through the formulation, review and proper implementation of policies and procedures.
3. To adhere to requirements of service level agreements or resident guarantees in the delivery of a quality management service.
4. To participate on forums/working groups/committees as required.
5. To maintain accurate and up to date files for each property in management area.
6. To produce a monthly report on all housing management issues and key performance statistics for the areas.
7. To undertake other occasional duties which are consistent with the responsibilities of the post including occasional evening and/or weekend work.

**This job description is not definitive or restrictive and will be subject to periodic review.**