

JOB DESCRIPTION: TENANT ENGAGEMENT MANAGER

LOCATION: DUBLIN CITY CENTRE

CONTRACT: FULL TIME/ PERMANENT- 37 HOURS PER WEEK

RESPONSIBLE TO: HEAD OF HOUSING & COMMUNITIES

SALARY: €61,500

JOB SUMMARY:

We are seeking an experienced and dynamic Tenant Engagement Manager to oversee our Tenant Engagement Strategy 2022 to 2025. The successful candidate will also lead on developing future Tenant Engagement Strategies in line with Tuath's ethos and values which encompass the promotion of a tenant led service. The successful candidate will be responsible for managing a team of Tenant Engagement Officers across multiple locations in Ireland. The role requires a strong communicator with experience in developing and implementing tenant engagement strategies, leading teams, and working collaboratively with colleagues and external stakeholders.

KEY RESPONSIBILITIES

TENANT ENGAGEMENT

- Implement and manage Tuath's tenant engagement strategy 2022 to 2025, ensuring that it is aligned with the organisation's overall goals and objectives.
- Develop future Tenant Engagement strategies and policies to promote and enhance tenant services within Tuath.
- To provide information including statistics on tenant engagement activities to the Board of Directors and its Sub-committees as required.
- Oversee and manage a team of Tenant Engagement Officers in multiple locations across Ireland.
- Work closely with internal departments to ensure a coordinated approach to tenant engagement and involvement.
- Ensure all tenant engagement activities are effectively communicated to tenants through a variety of channels, including social media, newsletters, and tenant meetings.
- Develop and manage budgets for tenant engagement activities and ensure that they are within budget.
- Monitor and evaluate the effectiveness of tenant engagement activities, identifying areas for improvement and making recommendations for change.

- Ensure compliance with relevant regulations and guidelines related to tenant engagement and involvement.
 - Monitor and manage the work plan as set out in the Strategic to ensure timelines are met.
 - Monitor and manage the TE engagement team performance against KPI's.
 - To provide ideas, support and advice to Tenant Engagement Officers in co-ordinating tenant events.
 - Work collaboratively with external stakeholders, including community groups, local authorities, and other housing associations.
 - To identify funding and complete grant applications for community development with Resident Associations or on behalf of Tuath to promote and support tenant engagement.
 - Represent Tuath Housing at conferences, meetings, network events in relation to Housing Associations and Tenant Engagement.
 - Deliver presentations on behalf of Tuath Housing relating to Tenant Engagement.
 - Provide input into the Strategic and Operational Business plans for Tenant Engagement.
 - Provide support and facilitations to other departments.
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- Provide detailed reports in relation to Tenant Engagement Activity and TE Strategy implementation to the Head of Housing & Communities and the Director of Housing Services & Communities.
 - To work with the TEO's to promote, establish and maintain Regional Tenant Forums & a National Tenant Forum.
 - Co-ordinate and oversee Service Improvement Panels.

ESTATE DEVELOPMENT/ TENANT PARTICIPATION

- Assisting residents to set up appropriate structures to optimise the involvement of residents in their scheme.
- Providing information on external agencies, whose services may be of benefit to tenants.
- Assist in the organisation and delivery of pre-tenancy programmes.
- Carry out post tenancy work, including providing advice and information on good practice in setting up a Residents Associations
- Produce annual estate action reports and plans.

COMMUNICATIONS & MARKETING

- Keep Tuath Housings website populated with up-to-date information relating to Tenant Engagement.
- Provide social media information (Twitter / Facebook).
- Contribute to internal and external publications when required e.g., Tenant Magazine.
- Provide statistical data, information, and testimonials for annual report.

CORPORATE RESPONSIBILITIES

- To positively promote the Association in all activities
- Adhere to all Tuath's policies and procedures.
- To be aware and act in accordance with Tuath's Health and Safety Policy.
- Complete reports/ submissions for Tuath's Board meetings
- To undertake any training courses deemed necessary for your role as it evolves.

ADMINISTRATION

- Carry out all administrative functions as required.

GENERAL

- Maintain an accurate up to date and detailed record of work in a format which will not only facilitate supervision by the Head of Housing & Communities, but will be an aid to continual evaluation and monitoring.
- To hold regular meetings with Housing & Communities to discuss objectives and progress.
- Attend regular team meetings to ensure all staff are kept informed of progress.
- Undertake training as and when required.
- Maintain an accurate up to date record of work and initiatives.
- Undertake such other reasonable duties as may from time to time be required.

HEALTH AND SAFETY

- To conduct all activities in a manner, which is safe to yourself and others.
- To be aware and act in accordance with the Association's Health and Safety Policy.

This job description is not definitive or restrictive and will be subject to periodic review in the light of developments. This role will involve regular evening work and travel and occasional weekend work.