

JOB DESCRIPTION: TENANT ENGAGEMENT COORDINATOR

LOCATION: DUBLIN CITY CENTRE

CONTRACT: FULL-TIME/ PERMANENT – 37 HOURS PER WEEK

REPORTING TO: HOUSING SERVICES MANAGER

JOB SUMMARY:

The post requires excellent planning and organisational skills, administration skills and dedication to detail and a willingness to adapt to ever changing conditions and pressures will be required.

KEY RESPONSIBILITIES

Tenant Participation

1. To assist in the development and implementation of Tenant Engagement and Communication Strategy for the Association.
2. To provide support to Housing Association staff and tenants in the delivery of effective Tenant Engagement Strategy.
3. Undertake reviews of Tenant Engagement Structures and Strategies.
4. To provide ongoing support to the Housing Service Coordinators as part of a “consultancy” package.
5. Sustain and develop new partnership arrangements with other 3rd parties to promote inclusive communities.
6. To assist in the preparation of tenders/proposals (including costings)
7. Develop and deliver Mystery Shopping, Customer Journey Mapping and Tenant Led scheme Inspection exercises, including the provision of reports and recommendations.
8. Research, develop, coordinate, and deliver “bespoke” training for Housing Association staff, relating to tenant engagement.
9. Actively research new and innovative approaches on tenant involvement.

Empowering Tenants

10. Coordinate an annual programme of meetings and “how to do it” sessions for Tenant Participation Practitioners Network (PPN).
11. Liaise with Finance to monitor the Tenant Engagement Budget and to process invoices and to monitor payments.
12. Represent Tuath Housing at conferences, meetings, network events in relation to Housing Associations and Tenant Engagement.
13. Deliver presentations on behalf of Tuath Housing relating to Tenant Engagement.
14. Provide input into the Strategic and Operational Business plans for Tenant Engagement.
15. Provide a support and facilitations to other departments.
16. Provide detailed reports to line Manager and Director.

Communication & Marketing

17. Keep Tuath Housings website populated with up-to-date information relating to Tenant Engagement.
18. Provide social media information.
19. Compose/Contribute to internal and external publications when required
20. Provide statistical data, information, and testimonials for annual report.

General

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

Corporate Responsibilities

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

This job description is not definitive or restrictive and will be subject to periodic review in the light of developments.