



## JOB DESCRIPTION

**Respond is the largest housing association in Ireland providing social housing and homeless services. We are building our team of people with ambition and ability to achieve our aim to meaningfully address the housing and homelessness crisis Ireland.**

<b>Role:</b>	<b>Tenant Relations Officer</b>
<b>Location:</b>	<b>Leinster</b>
<b>Reporting to:</b>	<b>Tenant Relations Coordinator</b>
<b>Terms:</b>	<b>Fixed Term Contract – Full Time (Mon to Fri)</b>
<b>Job Purpose:</b>	<b>To effectively carry out the role of Tenant Relations Officer in the North East Region to deliver quality, tenant focused service and contribute to overall success of the Tenant Relations team.</b>

### **Core duties and responsibilities:**

- To visit prospective tenants prior to lettings; carrying out accompanied viewings. Ensuring effective 'sign-ups' for tenants. Selling the concept of tenancy sustainment and responsibility. Follow up at designated interval call over defined times and twice annual visit thereafter.
- To ensure a speedy and focussed response to breaches of tenancy conditions including anti-social behaviour. Action to be realistic, fast and efficient and supported by an effective action plan.
- Carry out regular estate inspections and regular monitoring of neighbourhood service contracts including cleaning and gardening with customers, contributing to drive up standards of all contractors.
- Work with tenants to develop the priorities for minor works and environmental improvement.
- To encourage involvement and feedback as an integral part of the service.

- To provide a consistently outstanding service, at agreed quality levels, making a real difference to tenants ensuring properties are well presented and maintained in thriving and well maintained estates.
- Make links for tenants with networks of support to facilitate independent living.
- Provide updates to tenants in line with tenant communication strategy
- Encourage tenant engagement on estates and facilitate implementation of tenant priorities.
- Ensure all records relating to tenants are up to date and in accordance with the requirements of the GDPR.
- Establish the cause of any damage to property and ensure it is remedied.
- Support a satisfactory rent performance across your estates.
- Provide some local supports in the management of properties and estates.
- Provide consistent and accurate defined reports .
- Ensure co-ordinator is updated on all issues in your area.
- Report any issues of concern relating to tenants.
- Ensure a safe environment and implement all health and safety requirements.
- Engage as an effective member of the tenant relations team.
- Consistently document compliance with Respond's reporting systems including Active H, Quality system etc.
- Any other relevant duties that may be assigned from time to time

**Person specification:**

- 3rd level qualification or equivalent in housing, tenant management or other relevant discipline.
- Other property related qualification.
- Hands on experience of the social housing tenancy services including assessments, voids, allocations, ASB and tenancy support.
- Strong experience of customer service, relationship management, dispute resolution.
- Empathy and reflective practice.
- Strong customer service and influencing skills.
- Good oral and written communication skills, including: meeting chairmanship; report writing; minute writing, and presentation.
- Good organisational, planning and problem solving skills.

- Analysis and Planning.
- Leadership Capability.
- Influence up and down.
- Results focussed.
- Customer Focus.
- A full driver's licence and full use of a car is essential.