



JOB DESCRIPTION

Respond is one of the largest housing associations in Ireland, providing social housing and homeless services. Our vision is that *'every family and individual in Ireland will have high-quality housing as part of a vibrant and caring community'*. We are growing rapidly in response to the housing crisis and are now looking for the right person who has the passion and skills to help us realise our vision.

Role:	Tenant Relations Officer
Location:	Leinster (Dublin) & Munster (Cork)
Reporting to:	Tenant Relations Coordinator
Terms:	Fixed Term Contract – Full Time (Mon to Fri)
Job Purpose:	To effectively carry out the role of Tenant Relations Officer to deliver quality, tenant focused services and contribute to overall success of the Tenant Relations team.

Core duties and responsibilities:

Estate Management

Ensure all our estates are safe and enjoyable places that our tenants can rightly be proud of. This will be achieved by:-

- Regular estates visits and addressing any issues arising
- Carrying 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.
- Engaging with local tenants and community groups, encouraging active involvement and feedback as an integral part of the service.
- Effectively addressing any complaints of nuisance or anti-social behaviour

Allocations

Take responsibility for the effective letting of new homes and re-letting of existing homes, ensuring new tenants have a positive experience of moving into their new homes. You will achieve this by: -

- Timely and regular contact with the local authorities to request nominations.
- Visiting prospective tenants prior to lettings; carrying out accompanied viewings.
- Ensuring a smooth and effective 'sign-up' process for tenants.
- Keeping future tenants informed about the progress of the property and any changes to the proposed move in date
- Completing follow up visits as required

Stakeholder engagement

Represent Respond at external meetings and within the local communities, offering a positive and strong representation of Respond's values in all that you do.

- Liaise with local authority staff and other local stakeholders to ensure the continued integration of the Respond tenants into the wider community.
- Develop links with the wider community network

Tenant Engagement

Engage with individual tenants, tenant groups and other resident groups to develop estate priorities as well as input and feedback on Respond services by: -

- Developing opportunities and events for tenants to have their say and be heard
- Working with tenants to identify and develop the priorities for minor works and environmental improvements
- Effectively communicating with tenants on service developments and other matters that are important to them

Team Working

Adopt a 'one team' approach to the delivery of services, working closely with colleagues across the organisation to deliver services that meet the needs of our tenants and communities. This will be achieved by: -

- Working closely with Technical Service staff on the delivery of repairs and other property related matters
- Working as part of Housing Services to deliver on team objectives, supporting colleagues in your region, Customer Service Centre Staff, Rent Officers etc.
- Liaising with support team staff to help them deliver on their own priorities

General

- To provide a consistently outstanding service and making a real difference to tenants' lives.
- Ensure properties are well presented and maintained in thriving and well managed estates.
- Ensure all records relating to tenants are up to date and in accordance with the requirements of the GDPR.
- Provide consistent and accurate updates and reports and ensure your co-ordinator is kept 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.
- 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:

Qualifications

- 3rd level qualification or equivalent in housing, tenant management, property management or other relevant discipline desirable.

Experience

- Demonstrable experience of customer services, relationship management and dispute resolution.
- Hands on experience of the social housing tenancy services including assessments, voids, allocations, anti-social behaviour and tenancy support
- Use of IT based management systems and good experience of standard Microsoft packages

Skills/ behaviours

- Empathetic and reflective in practice

- Strong customer service
- Good oral and written communication skills, including: meeting chairmanship; report writing; minute writing, and presentations.
- Good organisational, planning and problem solving skills.
- Analytical; and comfortable with interpreting data
- Leadership Capability and influencing skills.
- Open to learning and development opportunities
- Able to work unsupervised and work with integrity
- Results focussed.