

Focus Ireland: Tenancy Administrator, Property **(<https://www.activelink.ie/node/109089>)**



Tenancy Administrator, Property

Location: Dublin

Contract: Permanent, Full-time

The purpose of this role is to be a key link between Services Support and Property Operations and assist the housing management team to ensure that the workload is managed, prioritised effectively and monitored to continually improve performance.

What you will do:

Maintenance:

- Receiving repair orders via a variety of portals (email, web, phone).
- Recording repair orders on the housing management system and allocating them to the housing officer for assessment and feedback.
- Assigning work orders to contractors and following up with tenants to ensure completion.
- Regular follow ups with housing officers and/or finance department for invoice values and updating the final costs on the housing management system.
- Closing off work orders once completed.
- Proficiency with Asset Management Plan.

Rent and Arrears Management:

- Weekly uploading of rental income.
- Setting up household budget payments with An Post.
- Submitting RAS applications to Local Authorities.
- Annual rent assessment reviews.
- Managing credit card machine payments, issuing receipts, and recording of same.
- Weekly issuing arrears letters as advised by housing officers.
- Further point of contact for arrears calls to discuss payment plans.

Housing Management System (Affinity):

- Data integrity checks.
- Reporting.
- Following up with Housing Officers on open complaints.

Voids:

- Liaise with Housing Officers to ensure properties are ready to let.
- Liaising with Services on nominations process and updating the voids sheet.

Other:

- Comply in full and adhere to all Focus Ireland policies including confidentiality, data protection and access to records and the organisation's electronic communications policy.
- Work within the framework of the overall objectives of Focus Ireland.
- Work with and under the supervision and direction of the Line Manager.
- Engage in regular supervision sessions with the Line Manager.
- Attend and contribute to Team and Organisational meetings as required.
- Participate in relevant training and development courses as agreed with your manager.
- Be vigilant to any Health, Safety and Welfare risks in the workplace and bring any concerns to the attention of your manager or Health & Safety Representative.
- Positively promote Focus Ireland in activities and conduct.
- Undertake any other duties that may reasonably be assigned.

What you will need:

- Proficiency in MS Suite, ie: Excel, Word and Outlook
- Excellent attention to detail
- Must have a solutions focused attitude
- Strong team player
- Excellent communication skills
- Be trustworthy and conduct the role with integrity
- Experience in working for a voluntary housing organisation. (*Desirable*)
- Familiarity with financial software systems e.g Exchequer, Sage. (*Desirable*)

To apply please submit your CV & Cover Letter [Here \(https://login.hirelocker.com/focus-ireland/jobs/29425/tenancy-administrator-property-dublin-dublin\)](https://login.hirelocker.com/focus-ireland/jobs/29425/tenancy-administrator-property-dublin-dublin)

Closing date for applications: 12.00pm, 4th of July 2024

Focus Ireland is an equal opportunities employer.

Region

Dublin

Date Entered/Updated

20th Jun, 2024

Expiry Date

4th Jul, 2024

Source URL: <https://www.activelink.ie/vacancies/community/109089-focus-ireland-tenancy-administrator-property>