

Co-operative Housing Ireland: Neighbourhood Specialist (Housing Officer) - Galway (<https://www.activelink.ie/node/110249>)



Neighbourhood Specialist (Housing Officer) - Galway

Reporting to: Neighbourhood Delivery Manager

Department: Housing Services & Community Engagement

Contract Type: Permanent, Full-Time, Hybrid

Place of Work: CHI Galway Regional Office Galway Regional Office, Unit 4, Doughiska Retail Centre, Doughiska, Galway, H91 CK83

Advert Closing Date: 5pm, 12th August 2024

ABOUT US

Co-operative Housing Ireland (CHI) is the national organisation representing, promoting and developing co-operative housing in Ireland. Since our foundation in 1973 we have provided over 5,700 homes through homeownership, shared ownership and social rented co-operatives. As an Approved Housing Body (AHB), we work with various stakeholders in the housing sector, including Local Authorities, Government, aspiring homeowners, tenants and developers. We currently manage over 5,000 properties across Ireland.

ROLE OVERVIEW

CHI is seeking a 'Neighbourhood Specialist' to join our Housing Services & Community Engagement Team.

To deliver face to face tenancy & estate management, allocations and lettings with an overarching emphasis on excellent customer service, in our neighbourhoods. To work collaboratively with other teams to deliver our priorities and ensure our landlord duties are discharged. To deliver services of high quality, replicating high standards continually, achieving and exceeding performance targets.

This is a full-time permanent role based on a 35-hour week (Monday to Friday), although some evening and weekend working will be required.

The role will cover the Galway area but will have a contracted office base in CHI Galway Regional Office Galway Regional Office, Unit 4, Doughiska Retail Centre, Doughiska, Galway, H91 CK83. CHI facilitates hybrid-working (part onsite, part remote); however the successful candidate will be expected to work onsite regularly and visit other CHI offices when the need arises.

WHAT YOU WILL DO

Housing management / Customer Service:

- Let our homes to minimise rent loss and to contribute to tenancy and neighbourhood sustainability. Respond to customer enquiries in a timely and professional manner.
- Be the visible presence of the organisation within our neighbourhoods.
- Listening to customer views, encouraging tenant involvement and making recommendations for how the organisation can respond.

Neighbourhood Management:

- Develop a detailed understanding of the issues and opportunities within our neighbourhoods and contribute to development of solutions.
- Agree and deliver neighbourhood management actions towards these solutions.
- Monitor the impact of actions and our work within neighbourhoods and make recommendations for future actions.
- Develop effective local partnerships with other front facing service providers operating in our neighbourhoods.
- Contribute to maintaining and improving the appearance of our neighbourhoods including enforcement actions where appropriate.

Landlord Services:

- Provide a comprehensive tenancy & estate management service.
- Carry out Landlord duties such as communal area and estate wide inspections.
- Deliver neighbourhood management actions associated with our compliance obligations.
- Carry out visits to customers in arrears when required to support the actions of the Income team.

Local co-ops:

- Support local co-ops in a secretarial capacity.

WHAT YOU WILL BRING

Essential Requirements:

- Knowledge and awareness of related housing regulations/law.
- Experience of delivering face to face customer service.
- Experience of developing partnership working with support agencies, local authorities and community groups.
- Good understanding of the social, economic and political context in the neighbourhoods in which we operate.
- skills – Proficient in the use of Microsoft office.
- Permission to work in The Republic of Ireland.
- Educated to Leaving Certificate standard or equivalent.
- A full, clean driving licence and access to your own vehicle.

Desirable Requirements:

- Relevant professional qualification.

WHAT WE OFFER

- Competitive Salary Bands
- 22 Days Annual Leave + Public Holidays
- 3 Days of Annual Company Privilege Days
- Hybrid & Flexible Working Options
- Generous Company Pension Contributions with Life Assurance
- Paid Sick leave Scheme
- Educational Assistance Program
- Paid Study & Exam Leave

SELECTION PROCESS

Please note that interviews for this position may take place anytime from the launch date to closing date until a successful candidate is found.

How to Apply:

Interested applicants should submit a CV and Cover Letter via [this link \(https://chi.bamboohr.com/careers/145\)](https://chi.bamboohr.com/careers/145) or by

following the link on the website on <https://www.cooperativehousing.ie/careers> (<https://www.cooperativehousing.ie/careers>)

Co-operative Housing Ireland is an equal opportunities employer.

All documentation received by Co-operative Housing Ireland will be processed in accordance with the Data Protection Acts & General Data Protection Regulation (GDPR; 2018)

Region

Galway / Hybrid

Date Entered/Updated

14th Aug, 2024

Expiry Date

14th Oct, 2024

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