

Tuath Housing: Housing Services Manager - Dublin **(<https://www.activelink.ie/node/110344>)**



Job Title: Housing Services Manager

Location: Dublin city centre

Contract: Fixed term (12 months)

Hours: 37 hours per week

Reporting to: Head of Housing & Communities

About Us:

Tuath Housing has provided safe, secure and affordable housing since 2006. A lot has changed over the years, but our values remain the same. In partnership with Key Stakeholders, our main focus is on delivering more quality homes to more people and providing an outstanding Customer experience to our 27,000 residents. Working with Tuath Housing is different because we make a difference. We maintain and develop our team of dedicated, motivated, and authentic people through focused training and career development.

Our People and Culture:

Our employees benefit from a positive working culture, learning and development opportunities, and an extensive benefits package which includes:

- 24 days annual leave
- Attractive salaries commensurate with experience
- Pension scheme, bike-to-work scheme and a wellness allowance
- Career development opportunities and a study aids scheme
- Access to an Employee Assistance Program
- Flexible working and an excellent work-life balance package

Tuath Housing are accredited with the Bronze Award from Investors for Diversity and are committed to promoting a diverse and respectful workplace reflective of all cultures, nationalities, backgrounds, genders, members of the LGBTQ+ community and people from traditionally marginalised backgrounds. We are committed to creating and maintaining a workplace where all colleagues can be their most authentic self.

Tuath is committed to embedding environmental, social and governance (ESG) considerations into every aspect of the business, and to implementing a business plan that emphasises social responsibility throughout our operations. We strongly believe in the importance and value of working in partnership with our many stakeholders to deliver more homes to more people, creating communities across the country. By tracking Tuath's ESG achievements, we can lead the way in making the affordable housing sector in Ireland more sustainable; and by having a positive environmental and social impact Tuath will also deliver better results to our residents, our employees, and the wider community.

If you are driven to make a difference and believe that everybody needs a home, Tuath is waiting to hear from you.

Position Summary:

As Housing Services Manager this role will work with the Head of Housing & Communities and the wider Housing Team to ensure that a customer centred estate & tenancy management service is delivered to a diverse range of customers, in a

non-judgemental and flexible way ensuring the varying needs of customers are met.

Key responsibilities:

- To deal with all aspects of Housing Management and Customer Care for residents and provide a responsive first-class quality and effective service to residents.
- To coordinate and manage the handover of all new schemes, to allocate and let properties and to assess transfer requests
- To deal promptly and effectively with anti –social behaviour issues, breach of tenancies and preparation of cases for court proceedings.
- To deal with all the aspects of empty properties in order to quickly re-let them at the lowest possible cost
- To identify and process repairs including, ordering, monitoring and checking work and processing invoices
- To liaise with tenants, residents and consultants regarding design and improvement proposals, include the programming of work
- To assist the Housing Director and Development Director to attend site meetings, residents and public meetings plus other meetings, including management company meetings, AGM's and EGM's as required
- To supervise the work of housing management and other locally based staff in the provision of quality services to tenants.
- To be responsible for the supervision, training, appraisal, direction and management of the Housing Services Coordinators and Resident Supervisors and or any other office-based staff.
- To work closely with a range of stakeholders particularly local authorities, regulations office, landlords and developers.
- To play a key role as the first point of contact within the Dublin office for Tuath Housing with all relevant Statutory Bodies.
- To work flexibly and collaboratively with the other internal departments and contribute to the management and development of services which comply with legislative and regulatory requirements.

Requirements:

- Full, clean driving licence and daily use of car.
- A relevant Degree in housing or technical qualification. or 5 years' experience in housing sector
- Must be able to demonstrate experience of supervising performance and processes
- Up to date knowledge of housing sector, best practice and relevant regulation and legislation for tenancy management.
- Good understanding of MS Office.
- Experience of working with the public in a customer-oriented environment.
- Knowledge of GDPR and Health & Safety requirements.
- Excellent communication, interpersonal and relationship-building skills.
- Ability to work effectively as part of a team and independently.
- Good organisational and time-management skills.
- To participate on forums/working groups/committees as required.
- Promote a culture which is supportive of excellent service delivery and meets Tuath Housing's vision, mission, and values.

Working for Tuath Housing:

- Attractive salary commensurate with experience
- 24 days annual leave
- Service leave
- Organisational performance bonus
- Generous pension scheme
- Sick leave
- Wellness allowance
- Hybrid working
- Bike-to-work scheme
- Flexible working hours
- Career break
- Career development program
- Employee assistance program
- LinkedIn Learning licence
- Car-parking on site
- Sports & Social Club
- Work-life balance package

Apply now via link: <https://api.occupop.com/shared/job/housing-services-manager-12-month-contr-8645f/Activelink> (<https://api.occupop.com/shared/job/housing-services-manager-12-month-contr-8645f/Activelink>)

Region

Dublin City Centre

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