

Tuath Housing: Tenant Engagement Coordinator **(<https://www.activelink.ie/node/110559>)**



Job Title: Tenant Engagement Coordinator

Location: Cork city centre

Contract: Full time/ Permanent

Hours: 37 hours per week

Reporting to: Tenant Engagement Manager

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 37,000 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.

Job Summary:

The Tenant Engagement Coordinator is responsible for empowering tenants and tenant participation through communication, event management and coordinating sessions for the Tenant Participation Practitioners Network. They assist in the development and delivery of a Tenant Engagement Strategy for Tuath. Suitable candidates will have a relevant third level qualification in Community Development, Housing Management or related discipline, a full clean driving licence and access to own vehicle.

The suitable candidate will

- Assist in the development, implementation and evaluation of the Tenant Engagement and Communication Strategy for the Association.
- Sustain and develop new partnership arrangements with other third parties to promote inclusive communities.
- Research, develop and deliver training, internally and externally, relating to tenant engagement.
- Provide tenders, proposals, reports, and recommendations.
- Develop and deliver mystery shopping, customer journey mapping and tenant-led scheme Inspection exercises, and actively research new and innovative approaches on tenant involvement.
- Prepare costings, liaise with Finance to monitor the Tenant Engagement Budget and process invoices.
- Coordinate an annual programme of meetings and “how to do it” sessions for Tenant Participation Practitioners Network (PPN).
- Represent Tuath Housing at conferences, meetings, network events in relation to Housing Associations and Tenant Engagement.
- Provide input into the Strategic and Operational Business plans for Tenant Engagement.
- Keep Tuath’s website and social media platforms up-to-date with information Tenant Engagement information, contribute to internal and external publications and provide statistical data, information, and testimonials for annual reports.

Requirements:

- At least 2 years’ relevant experience in community development work.
- Experience of core housing management tasks is desirable.
- Experience of working with the public in a customer-oriented environment.
- Experience of community work.
- Excellent administrative skills and ability to produce Pivot Tables, spreadsheets, presentations, and memos.
- Excellent communication, interpersonal and relationship-building skills.
- Ability to work effectively as part of a team and independently.
- Good organisational and time-management skills.
- Ability to handle sensitive and confidential information.
- Commitment to working in a customer-focused and solution-oriented manner.
- Good understanding of MS Office.
- Knowledge of tenant participation, statutory bodies and funding streams for community development.
- Have experience and knowledge of working in frontline services and dealing with our clients.
- To participate on forums/working groups/committees as required.
- Carry out any other reasonable duties as may be required from time to time.
- 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
- Sports & Social Club

- Work-life balance package

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(<https://api.occupop.com/shared/job/tenant-engagement-coordinator-a29d0/Activelink>)

Region

Cork City

Date Entered/Updated

29th Aug, 2024

Expiry Date

29th Oct, 2024

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