

Focus Ireland: Housing Officer, Property, Mid-West **(<https://www.activelink.ie/node/111182>)**



Housing Officer, Property, Mid-West

Location: Limerick

Contract: Permanent Full Time

The purpose of this role is for an experienced property professional to work closely with local teams to deliver a quality service to our tenants. The job will be based in our local offices working as part of the central property service. Focus Ireland has extensive property and is expanding activity in this area.

What you will do:

- Ensure the organisation's policies and procedures for housing management and maintenance are implemented.
- Ensure compliance with the terms and conditions of the Tenancy Agreement, in particular the management of ASB, Rent Control and Community Relations.
- Prepare for and represent the organisation at RTB hearings when necessary.
- Ensure rent collection is effective as possible across all tenancies.
- Maximise collection by automated means.
- Ensure consistency of rent charges.
- Ensure consistency of non-rent charges such as service charges.
- Proactively manage rent arrears to ensure that are kept to an agreed minimum.
- Address rent arrears with support of the local services staff.
- Schedule works and monitor all voids and vacancies to ensure void times are minimised.
- Maintain a measurable and transparent process for tracking voids.
- Working closely with Services and Local Authorities, where necessary, to ensure the timely allocation of tenants to our properties.
- Ensure the efficient and smooth transition of units from the development team to the property operations team.
- Ensure the quality of the property portfolio is maintained to a sufficient level.
- Ensure the annual maintenance plan is prepared in line with the 10 year plan.
- Assist in driving an improvement in the level of procurement for all maintenance and be able to demonstrate that we run an efficient and price competitive procurement operation that provides value for money.
- Ensure that robust systems are in place to track and record all maintenance works and to adequately report on same.
- Take ownership of all property management budgets & ensure all maintenance is achieved in line with the agreed budget.
- Ensure the quality of maintenance and repair work is of a high quality including supervising contractors and internal staff when required.
- Ensure customer and tenant satisfactions levels are exceeded.
- Liaise with housing support staff on rent arrears issues with tenants and monitor arrears.
- Periodic inspection of properties and reporting on condition.
- Assist with tenant induction in responsibility for care of property and provide support in use of appliances in the home.
- Liaise with management companies, attend management company meetings and manage service charge matters.
- Organise housing health and safety issues including, fire audit, electrical tests, boiler servicing
- Maintaining accurate property records via Affinity and CRM systems.
- To 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.

What you will need:

- Extensive experience working in a property/housing management department.
- To be an ambitious, energetic and motivated individual.
- Must have a solutions focused attitude.
- Proficiency in MS Excel, Word and Outlook.
- A team player with excellent attention to detail.
- Strong communication skills be trustworthy and conduct the role with integrity.
- Current valid driving licence with access to a car.
- A professional qualification in housing (desirable).
- Experience in working for a voluntary housing organisation (desirable).

To apply please submit your CV & Cover Letter [Here \(https://mail.hyperlink.ie/focus-ireland/jobs/30304/housing-officer-property-mid-west-limerick-and-clare\)](https://mail.hyperlink.ie/focus-ireland/jobs/30304/housing-officer-property-mid-west-limerick-and-clare)

Closing date for applications: 12.00pm, 10th October 2024

Focus Ireland is an equal opportunities employer.

Region

Limerick

Date Entered/Updated

26th Sep, 2024

Expiry Date

10th Oct, 2024

Source URL: <https://www.activelink.ie/vacancies/community/111182-focus-ireland-housing-officer-property-mid-west>