

Tuath Housing: Tenant Engagement Administrator **(<https://www.activelink.ie/node/112456>)**



Job Title: Tenant Engagement Administrator

Location: Dublin 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 Silver 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 Administrator will deal with all aspects of administration within the Tenant Engagement team and provides support to the Tenant Engagement Manager and Coordinators, other internal departments and regional offices. The post requires excellent planning and organisational skills, administration skills, a dedication to detail and a willingness to adapt to ever changing conditions and pressures

The suitable candidate will be responsible for:

- Dealing with all aspects of administration of Tuaths Tenant Engagement New Horizons Education Bursary.
- Supporting the Tenant Engagement team to ensure a streamlined process for bursary recipient and collating applications from the bursary.
- Contacting residents and supporting them with the application process.
- Assisting with communications to promote Tenant Engagement.
- Assisting with general administrative duties within the organisation as required, including typing, copying, faxing and filing, taking meeting minutes, processing invoices etc.
- Using a variety of software packages to produce correspondence and documents and maintain presentations, records, spreadsheets and databases and charts.
- Supporting other Tenant Engagement team projects as required
- Using content management systems to maintain and update websites and internal databases.
- Any other administration requirements by the Tenant Engagement Manager.

Requirements:

- At least one years' experience in a busy office administration role.
- 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.
- 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.
- To positively promote a sustainable organisation, helping to reduce our environmental impact and participate in sustainable initiatives across Tuath Housing.

Working for Tuath Housing:

- Attractive salary commensurate with experience
- 24 days annual leave, and long 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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Region
Dublin City

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