

**Job Description:
Senior Housing Officer**

Job title:	Senior Housing Officer Reference: SHO01
Location:	Dublin
Responsible/Reporting to:	Head of Housing and Property Management
Job purpose:	To line manage housing team staff and to work as part of the housing management team on all aspects of housing management as well as managing the tenancies and properties in your designated area , in accordance with the Organisation’s policies and procedures and contributing to the overall successful performance of the Housing Team. You will also be responsible for developing and maintaining strong working relationships with your HAIL colleagues and with the key external stakeholders, including the relevant personnel in the Local Authorities.
Salary Scale:	€50,349 – €62,879 Starting salary will be dependent on experience
Job Information:	This is a full-time post, 35 hours per week over five days, Monday to Friday. Some evening work may be required.

About HAIL

HAIL is an Approved Housing Body with over 480 properties.

Founded in 1985, the Housing Association for Integrated Living (HAIL) is Ireland’s specialist mental health housing association. As an approved housing body, we provide high-quality social housing and mental health tenancy sustainment services. The work we do helps people live independently in their homes and community.

Our mental health tenancy sustainment services and housing team help our tenants and clients maintain their tenancies and live independently by providing support on mental health recovery, household and budget management, pursuing employment and education opportunities and maintaining links with family and friends. You can find out more about these services [here](#).

We pride ourselves at all levels of our organisation for having an excellent reputation in both the housing and mental health care sectors. As part of our current strategic plan 2024-2028, we are aiming to support more people by providing an additional 300 new homes and expanding our support services into more communities across Ireland.

Our Values

- **Trust:** Our relationships are built on trust. We work closely with our stakeholders, clients and tenants to achieve the best possible outcomes.
- **Respect:** We work towards creating an equitable society where all are treated with respect and dignity. We listen with open hearts and open minds as we believe everyone's voice has a right to be heard and respected.
- **Leadership:** We are leaders in delivering our vision and purpose, courageously and responsibly providing homes and supporting those living with mental health challenges.

Role Description

To act as Senior Housing Officer in the Dublin and surrounding area (patch approx. 140 units) and to carry out all of the duties as specified below.

As a member of HAIL's Extended Management Team, you will be responsible to line manage housing team staff and to work as part of the housing management team on all aspects of housing management as well as managing the tenancies and properties in your designated area.

You will be part of a dedicated and experienced housing and property team who are committed to the highest level of housing management services to their tenants.

You will be working within a supported management structure which will enable you to continue to develop your skillset within this field.

HAIL may from time to time reallocate responsibilities and may require the Senior Housing Officer to take on relevant tasks and projects.

Key Roles and Responsibilities

People Management / Team Leadership

- Line manage staff, to include leading/ mentoring/ guiding Housing Officers within HAIL's Housing Team.
- Support, train and develop direct reports to ensure that they have the right skills and tools to deliver excellent services and are given opportunities to develop.
- Ensure all service objectives and Key Performance Indicators for the team are met to required standards.
- Promote a culture that is supportive and meets HAIL's purpose, vision and values.

Lettings/Allocations

- Managing the letting and allocations of properties per the Association's Lettings Policy, including ensuring compliance with all regulations.
- Developing and maintaining effective relationships with the local housing authority and other referral agencies.
- Liaising with support staff in the interviewing and allocation of properties for families and individuals with additional support needs.
- Together with support staff preparing, planning and delivering pre-tenancy programmes.

Rent

- Managing the tenants rent and service charges system as per the Association's Rent Policies and Procedures.
- Ensuring income returns and changes of circumstances are received.
- Advising tenants with regard to assessments.
- Arrears control and ensuring arrears KPIs are met.

Estate Management

- Ensuring properties meet all regulatory and HAIL letting standards.
- Regularly visiting/inspecting developments/properties and completing necessary paperwork.
- Recording any nuisance and taking appropriate action.
- Managing Anti-Social Behaviour and other breaches of tenancy as per the Association's Policy.
- Recording and identifying causes of damage to property and ensuring it is remedied.
- Maintaining accurate current records of all properties, residents and incidents.
- Attending community group/management company meetings from time to time or where necessary or appropriate.

Maintenance

- Managing and implementing the repair service efficiently as per the Association's Repairs & Maintenance Policy.
- Organising the repair of properties prior to re-letting and inspecting void properties.
- Responsibility for inspecting repair work and ensuring quality of workmanship.
- Responsibility for counter-charging tenants where appropriate.
- Responsibility for ensuring that maintenance KPIs for the area are achieved.

Tenant Engagement

- Ensuring effective and efficient participation within HAIL's Tenant Enrichment & Partnership Strategy.
- Attending Tenant Forum meetings as and when necessary.
- Aid with the implementation of the strategy working closely with the Head of Housing & Property Management as well as the housing team.
- Working in partnership with HAIL's tenants and external statutory and non-

statutory bodies in the delivery of the strategy.

Organisation

- Utilising the housing management computer system for the administration and maintenance of all relevant housing management files.
- To contribute to policy and procedures and to participate in the ongoing review and revision of documents within a service improvement framework.
- Keeping abreast of key legislative and procedural matters which affect your work as Senior Housing Officer.
- Producing reports as required on housing management and key performance indicators for all properties and developments in your allocated area.

Key Roles and Responsibilities – Training

- Attend/Request training appropriate to your role.

Key Roles and Responsibilities – Other

- To fulfil all requirements regarding both HAIL’s and your own health and safety obligations.
- To positively promote the Association in all activities.
- To exercise discretion in all aspects of the role.
- Any other duties which are consistent with your role.

Person Specification

Key requirements for this post are:

Experience, Skills & Knowledge	Essential	Desirable
Relevant experience and proven track record of working in a property environment for at least two years preferably in an AHB or Local Authority	Y	
Experience of working with a vulnerable client group		Y
Experience of managing and working collaboratively with multiple internal and external stakeholders	Y	
Strong communication & interpersonal skills	Y	
Professional Requirements		
Relevant property or housing qualification; the equivalent level of the Higher Certificate in Property and Facilities Management		Y

People and Stakeholders Skills / Knowledge		
Demonstrable experience of building and managing relationships with a diverse stakeholder	Y	
Excellent communication skills	Y	
People Management experience – leading, motivating and developing staff		Y
The ability to work under pressure and to meet strict deadlines	Y	
Operational Skills / Knowledge		
Knowledge of the social housing and not-for-profit sector		Y
Excellent planning and organisational skills	Y	
Proven experience of report writing, including a high level of numeracy	Y	
A working knowledge of Housing Law – tenant's rights and responsibilities and RTB processes	Y	
Ability to work on own initiative and as part of a team	Y	
Strong Computer literacy / use of IT systems	Y	
Full valid driving license and use of car	Y	

1. Conditions

The Salary will be commensurate with the experience of the individual appointed and in line with the Organisation's salary scale.

Salary Scale: €50,349 – €62,879

HAIL offers:

- Flexible working hours with a flexi time system in operation
- 24 annual leave days plus 3 Company days
- Company Pension Scheme with current contributions rates of 6% employer contribution and 6% employee contribution
- Death in Service Benefit
- Health insurance for serious illness
- Training and development
- Paid expenses
- Satellite office locations with a hybrid approach to working hours
- Professional Subscriptions paid by HAIL (after probationary period)
- Hybrid Working arrangements

2. Appointment

This post will be filled immediately.

All contracts are subject to successful completion of a six-month probationary period.

3. Recruitment Process

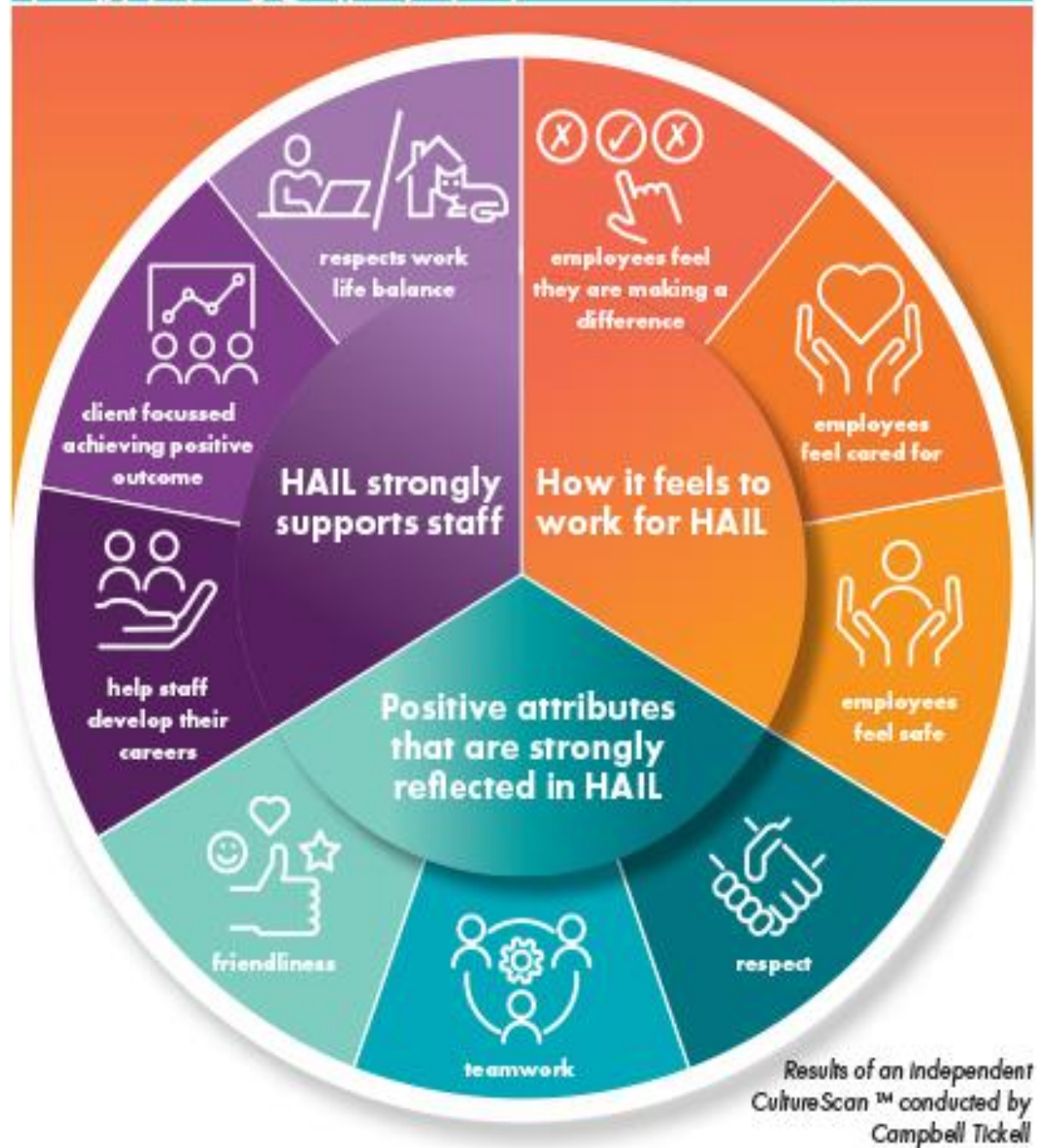
Please send a **letter of application** outlining your suitability for this role and your **C.V.** to hr@hail.ie by **5pm** on **25th April 2025**.

Only those shortlisted for Interview will be responded to.

HAIL is an equal opportunities employer.



Promoting a supportive, caring and inclusive workplace culture is intrinsic to the work we do at the HAIL (Housing Association for Integrated Living).



Results of an independent CultureScan™ conducted by Campbell Tickell