



Cill Dara Housing Association
Grey Abbey Road
Kildare Town
Co. Kildare
R51 FD70

045 531 622

Job Title: Tenancy Administration Officer

Location: Kildare Town, Co. Kildare

Job Purpose:

Working as part of the Cill Dara Housing Association (CDHA) team the role of Tenancy Administration Officer to provide general administration and to be part of the tenant support team dealing with tenant housing and rental issues.

Reporting to: Chief Operations Officer (COO)

Salary Scale: €25,500 - €27,500

Job Information: This is a full-time post, 39 hours over five days, Monday to Friday. Some evening work may be required.

About Cill Dara Housing Association (CDHA)

Cill Dara Housing Company Limited by Guarantee was incorporated on 12th February 1993. It is a not-for-profit charity with Approved Housing Body status consisting of over 250 properties under management in the Kildare area.

The vision of the Board of Cill Dara Housing Association (CDHA) is that:
The People of Kildare have a safe and supported home environment

This is reinforced in the CDHA mission statement which is to:
Identify and meet the housing and associated support needs of members of the Kildare community who are eligible for social and affordable housing.

Role Description

- Working as part of the Cill Dara Housing Association (CDHA) team you will be responsible for general administration and managing the tenants rent and service charges in keeping with our Associations' rent policies and procedures.
- Being the primary CDHA point of contact for your tenants.
- Following up and contacting tenants and third parties, ensuring smooth delivery of services.
- Keeping all customer and property related data updated on the system including, but not limited to, tenancy and contact details, repairs details, property component information, warranties, and any servicing certification.
- Carrying out routine and ad hoc data analysis reports held on our housing and property management system.
- Inspect Void properties and organise repairs prior to reletting.
- Ensure that the quality of workmanship is in keeping with CDHA letting standards.
- Co-ordinating the viewing of properties with prospective tenants.
- Ensuring that all properties are let within the time specified in KPIs.

- Advising prospective tenants on the tenancy agreement.
- Preparing and providing pre-tenancy training.
- Advising tenants regarding their rent assessments.
- Ensuring income returns and any changes of circumstances are received and managed.
- Monitoring payments, identifying debt at an early stage, and managing cases of bad debt.
- Controlling arrears and ensuring arrears KPIs are met.
- Providing information and support to the CDHA finance officer.
- Maintaining general communication with tenants.
- Monitoring and logging and dealing with complaints received from tenants.
- Maintaining accurate records of all properties.
- Using the company computer system (Affinity) for the administration and maintenance of all relevant housing management files.
- Creating, managing, updating, and maintaining all relevant tenant files.
- Producing reports on the key performance indicators for CDHA.
- Keeping abreast of legislative and procedural matters which may impact on your work.
- Ensure all CDHA properties meet regulatory letting standards.
- Visit and inspect properties completing necessary paperwork.
- Organise fire equipment inspections, tests, and drills as necessary.
- Record damage, identify causes and arrange repairs.
- Manage anti-social behaviour with support of the CDHA community development & support officer.
- Attend community meetings and Company management meetings where required.
- Maintaining communication with back office and maintenance staff.
- Providing support to the repair, maintenance and service team of CDHA as required.
- Answering all repair or other property related calls from our tenants and ensuring an appropriate service response.
- Raising repair orders, liaising with tenants and contractors to ensure repairs are completed.
- Keeping tenants informed about any changes.
- Reporting on all aspects of repairs activity to support management reports and to help improve the service.
- Checking initial invoices and closing completed jobs on the system.
- Managing relevant inboxes for CDHA teams
- Supporting the Property Service team in the delivery of cyclical servicing programmes including boiler safety checks, fire alarm testing and any other M&E servicing programmes.
- Ensure all contractor information is kept up to date including contact details, current insurances and health and safety statements.
- Fulfilling your own and CDHA's Health and Safety Responsibilities.
- Attend and contribute positively to office meetings.
- Any other assigned duties consistent with your role or ad-hoc duties as designated by the COO.
- Attending any training appropriate to your roles.
- Adhering to and maintaining the highest levels of confidentiality in your role.

This job description is not intended to be an exhaustive list but indicates the main responsibilities of the post. It will be reviewed periodically to consider changes and developments and of service requirements.

SKILLS REQUIRED	ESSENTIAL	DESIRABLE
Good Communication Skills (Written and Spoken English)	√	
Ability to work on own initiative and as part of a team	√	
Previous Experience in the Social Housing Sector		√
Previous experience in property maintenance		√
Financial Administration Experience		√
Excellent IT Skills MS Office Suite	√	
Experience of delivering against agreed targets	√	
Excellent planning and organisational skills	√	
Numerical accuracy and attention to detail.	√	
Experience of report writing		√
Experience of working in the public sector		√
Experience in a procurement role		√
Experience of Customer care and service	√	
Proven record of delivering against agreed targets	√	
Experience working in Accounts Receivable		√
Full Irish Driving License	√	

