



<b>Job title:</b>	<b>Housing &amp; Property Administrator</b> <b>Reference: H&amp;PA001</b>
<b>Location:</b>	Central Hotel Chambers, Dame Court, Dublin 2.
<b>Responsible/Reporting to:</b>	This role will be part of the housing and property team and reporting to the Head of Housing & Property Management
<b>Job purpose:</b>	Responsible for the general day to day housing & property Administrative support within the Organisation.
<b>Salary Scale:</b>	€32,800 to €40,962.71 (pro rata) – Entry Level depending on experience
<b>Job Information:</b>	This is a part-time role (17.5 hours per week) - 2-year fixed term contract.

## About HAIL

**HAIL is an Approved Housing Body with over 450 properties mainly in the Greater Dublin area**

HAIL has a strong reputation in providing both quality housing and floating support services to people with mental health difficulties in their own homes across Dublin, Kildare, the midlands, Limerick and Louth.

HAIL's vision is to be the provider of choice for housing and support for people with mental health difficulties, enabling them to achieve and sustain independent living in the community by having secure, quality, affordable accommodation with appropriate support services tailored to their needs.

HAIL's mission is to provide housing and individually tailored services to support people, primarily those with mental health difficulties, to integrate and live independent lives in the community.

## Job Purpose Summary

The Housing & Property Administrator will be responsible for providing support to the housing and property team in the day to day running of the department.

The role consists of general office administration, data management, IT and general administrative support for the housing & property team. As well as developing customer care, repairs/maintenance and tenant engagement responsibilities.

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. Operating as part of a team is most important, with the flexibility to respond to various tasks as required.

## **Key Role and Responsibilities:**

### **Customer Care**

- To provide a backup service to our Corporate Team when necessary when answering incoming calls as well as handling caller's enquiries whenever possible and redirecting when required.
- Answer maintenance calls when necessary – assign jobs to housing officers, monitor and update housing management system to record details by property and monitor performance.
- Supporting the operation and development of our Management Information System; Affinity
- Ensuring that all data entry is correct, paying great attention to detail.
- Dealing with customer enquiries regarding allocations, general rent account and maintenance requests, or directing the query to relevant colleague/s to be dealt with.

### **General Administration**

- Assisting in the production of documents and materials (to include typing, scanning, photocopying, presentations and circulars) for the Housing & Property Team.
- Keeping all other filing and archiving systems/records up to date to ensure accurate information is available, both in hard and soft format.
- Taking responsibility for minute-taking at Housing Team meetings and, when required, for the other external meetings (eg. Monthly contractor meetings) when requested by the Head of Housing & Property Management.
- Ensure that security and confidentiality in your role are maintained at all times

Specific responsibilities include:

### **Tenant Engagement**

- Ensuring appropriate publicity material and information leaflets is available to tenants in relation to their tenancies
- Co-ordinating the content from the housing and property team of HAIL's quarterly newsletters.
- Supporting the organisation of community development activities in designated estates.

## **Lettings/Allocations**

- Responding to correspondence, emails and telephone queries from tenants and applicants for housing and communicating same with the Housing Officers.
- Preparing and despatching tenancy documentation as required.
- Maintaining and updating Affinity and the registering new tenancies with the RTB as appropriate.
- Preparing quarterly and annual returns and occupancy statements concerning allocations and lettings to RTB and local authority departments.

## **Rent**

- Following up with tenants on any queries from HAIL's Finance Administrator in order for rent review to be completed on time.
- Ensuring that HAIL's management company information is kept updated and ready for the annual rent review process.

## **Repairs/Maintenance/Technical Administration**

- Assist Technical Officer/Maintenance Operative with access to properties, inclusive of issuing letters.
- Assist Technical Officer on circulars to tenants via Affinity.
- Updating asset details on either excel or HAIL's Asset Management System
- To create, manage, update and maintain all housing management/ tenant files.
- Producing reports as required on housing and property management and key performance indicators for all properties

## **Key Roles and Responsibilities – Training**

- Attend/Request training appropriate to your role.

## **Key Roles and Responsibilities – Other**

- To fulfil all care and high standards 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;**

### **1. Competencies / Qualifications required:**

- 3+ years proven experience in a busy office environment
- Strong customer care skills
- PC literate and competent in using Word, Excel, Outlook, housing and support management information systems / data bases.
- Maintain strict confidentiality at all times
- The ability to work as part of a team

- Excellent and confident communicator at all levels
- Excellent planning & organisational skills.
- Ability to prioritise & problem-solve
- Ability to work under pressure and flexibly
- Integrity and personal effectiveness
- Commitment to the delivery of quality services
- Attention to detail

Empathy with the client base, excellent communication and team working skills are key requirements for the post.

## 2. Conditions

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

**Salary Scale:** €32,800 to €40,962.71 (pro rata).

### HAIL offers:

- Flexible working hours with a flexi time system in operation
- 24 annual leave days plus 3 Company days (pro rata)
- 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
- Hybrid Working arrangements

## 3. Appointment

This post will be filled immediately.

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

## 4. Recruitment Process

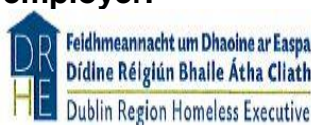
Please send a **letter of application** outlining your suitability for this role and your **C.V.** to [hr@hail.ie](mailto:hr@hail.ie) by **1pm** on **Friday 2<sup>nd</sup> June 2023**.

Only those shortlisted for Interview will be responded to.

**HAIL is an equal opportunities employer.**



An Roinn Tithíochta,  
Rialtais Áitiúil agus Oidhreachta  
Department of Housing,  
Local Government and Heritage



Feidhmeannacht um Dhaoiné ar Easpa  
Díidíne Réigiún Bhaile Átha Cliath  
Dublin Region Homeless Executive



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive