

Job Description

Job title:	Rents Coordinator
Department:	Housing
Reporting to:	Director of Housing Services
Salary:	€30,041 - €38,313
Hours:	Full time
Location:	Dublin

Role overview

Peter McVerry Trust is a national housing and homeless charity committed to reducing homelessness.

The role of Rents Co-ordinator is to manage the rental income and arrears, ensure compliance with tenancy and licence agreements. The Rents Co-ordinator will ensure adherence to the organisation's rent policies and procedures and keep up to date with relevant housing legislation and regulations.

Responsibilities

- To update, maintain, monitor, process and review all rental records on the CRM including rental records, household budgets and standing orders
- To monitor tenant rent accounts for arrears and flag concerns to the relevant housing teams
- Support the arrears recovery process by issuing letters and arrears statements in line with policy
- Ensure accurate documentation of all arrear's correspondence, agreements and interventions
- Assist in preparing case files for escalation or legal proceedings, including RTB documentation where required
- Contribute to regular arrears reports and analysis for internal monitoring and governing purposes
- Support implementation of differential rent policies across schemes in collaboration with local authorities
- Verify contributions by reconciling monthly statements
- Monitoring of communication in relation to payments, applications etc. Responding to relevant queries and ensuring all necessary parties receive required information in a timely manner.
- Manage CAS applications by recording and monitoring the status of the applications.
- Reassess tenant's rent using appropriate income details & in line with PMVT policy.
- Assist with Confidential Income Statement (CIS) processes on an annual basis.

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- Liaise with colleagues in Finance to ensure consistent reporting across PMVT.
- Administration and maintenance of data systems, including inputting, preparing, and processing data and statistics as required.
- Good time management skills with the ability to work to deadlines in a fast-paced environment and ability to organise and prioritise a workload.
- Ability to use initiative.
- Good attention to detail.
- Excellent work ethic and willingness to learn.
- Ability to follow directions and comply with health & safety, security & compliance requirements and protocols.

Experience required

- At least two years' experience in a similar environment.
- A proven ability to multi-task, project plan and respond professionally and efficiently to requests as required.
- Essential competencies: Commitment to providing the highest level of service, respect for others, professionalism, resilience, a positive outlook and effective team working.
- Excellent organisation skills and project management skills;
- An ability to prioritize, multi-task and work well under pressure
- Excellent administration skills
- Excellent time management
- An understanding of AHB responsibilities in line with legislation and regulations
- Proficiency in Microsoft Office Suite & CRM systems.
- A flexible and collaborative approach is required in order to work alongside the Head of Service
- Commitment to providing the highest level of service, communication skills– oral, aural and written
- Effective team working, professionalism, respect for others and a strong focus on outcomes
- Aligned to the ethos and values of PMVT
- Strong solution focused skills in relation to arrears resolution
- Good time management skills with the ability to work to deadlines in a fast-paced environment and ability to organise and prioritise a workload.
- Ability to use initiative.
- Good attention to detail.
- Excellent work ethic and willingness to learn.
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Other information

All employees are required to adhere to PMVT's policies and procedures including but not limited to;

- Confidentiality: it is a condition of service that all information obtained during the course of employment, especially with regard to participants affairs is treated with the strictest confidence.
- Equal Opportunities: to implement equal opportunities into your daily practice at all times.
- Health and Safety: to be responsible for your own health and safety and that of your colleagues in accordance with relevant PMVT policies and procedures.
- Child Protection: follow all child protection legislation, regulations, and guidelines including the PMVT Child Protection and Safeguarding Policy.

Benefits

- Attractive Salary
- Core Professional Training and CPD
- Cycle to Work Scheme and Tax Saver
- Death in Service Benefit
- Employee Assistance Programme
- Career progression opportunities

How to apply

To apply, please download the [application form](#) available at pmvtrust.ie/careers and return to recruitment@pmvtrust.ie.