

Job Advertisement

Job title:	Tenancy Manager
Department:	Housing Services
Reporting to:	Director of Service
Salary:	€67,061
Hours:	Full-Time
Location:	Dublin
Contract type:	Permanent

Role overview

Peter McVerry Trust is a national housing and homeless charity committed to reducing homelessness and the harm caused by substance misuse and social disadvantage.

The Tenancy Manager is responsible for the effective and professional management of a portfolio of tenancies within the organisation's housing services. The post holder will ensure that tenants are supported to establish and sustain their tenancies while ensuring that the organisation fulfils its responsibilities as a registered Approved Housing Body and leading homelessness service provider.

The Tenancy Manager will develop positive and professional relationships with tenants and will work collaboratively with internal services, local authorities, other housing partners, landlords, maintenance teams and relevant statutory and community agencies where required.

A key objective of the role is to prevent tenancy breakdown and homelessness, promote tenancy sustainment and ensure that tenancies are managed to a high standard.

Responsibilities

The role will include but not limited to, the following key responsibilities;

Tenancy Management:

- Manage an allocated portfolio of tenancies from commencement through to

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termination through the standards set by AHBRA

- Complete tenancy allocations, sign-ups, inductions and tenancy reviews.
- Ensure tenants understand their tenancy agreement, rights and responsibilities.
- Monitor tenancy compliance and take appropriate action where breaches occur.
- Manage tenancy changes, transfers, successions and terminations in accordance with policy and legislation.
- Maintain accurate and comprehensive tenancy records.

Tenancy Sustainment:

- Promote sustainable and successful tenancies through early identification of risks to tenancy or reputation of PMVT and as per the AHBRA standards set
- To manage team and to provide oversight by addressing issues that may place a tenancy at risk.
- Develop appropriate tenancy sustainment plans where required.
- Support tenants to engage with relevant welfare, financial, health, community and support services.

Rent & Arrears Management:

- Monitor rental income and tenant accounts/contributions via the organisations CRM system.
- Identify and put plans in place to address rent arrears at an early stage.
- Review and approve affordable repayment arrangements.
- Liaise with relevant agencies regarding Capital Assistance Scheme (CAS), Rent Supplement, local authority supports and other relevant schemes.
- Escalate persistent arrears in accordance with organisational policy & procedures as well as legal requirements.
- Contribute to income collection and financial sustainability targets.

Housing & Property Management:

- Ensure regular property inspections are conducted by the team
- Ensure properties are occupied, appropriately maintained and managed.
- Monitor ongoing repairs and maintenance issues and escalate issues of concern through appropriate pathways
- Liaise with landlords and the internal assets and facilities team, collaborate jointly to achieve acceptable outcomes

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- Oversee and Monitor property standards and identify health and safety concerns.
- Manage void properties and contribute to efficient turnaround.
- Ensure standards are upheld by the team in terms of properties being returned at the end of a tenancy

Anti-Social Behaviour & Tenancy Breaches:

- Respond appropriately to complaints relating to anti-social behavior and neighbour disputes.
- Investigate alleged breaches of tenancy agreements
- Work collaboratively with the team and relevant agencies to ensure issues are resolved
- Maintain appropriate records and evidence across departments to ensure sufficient documentation is provided to progress matters through the RTB process
- Take proportionate and lawful enforcement action where necessary
- Contribute to preventative approaches that reduce tenancy failure/breakdown
- Manage and co-ordinate all RTB related matters arising from the organisations tenancy portfolio, ensuring compliance with the Residential Tenancies Act and relevant statutory RTB procedures

AHB & Regulatory Compliance:

The post holder will contribute to ensuring that the organisation meets its responsibilities as a registered AHB, including:

- Compliance with relevant housing legislation and regulatory requirements
- Compliance with the Approved Housing Bodies Regulatory Authority (AHBRA) regulatory framework and standards.
- Maintaining accurate and auditable tenancy and property record to include the updating of PMVT housing management system (HMS)
- Supporting effective governance, reporting and performance monitoring
- Ensuring tenancy management practices are consistent, fair and transparent
- Contributing to organisational inspections, audits and regulatory reviews
- Identifying and reporting areas of compliance risk
- Ensuring tenant complaints and feedback are managed and recorded appropriately

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Essential qualifications, skills and experience required:

- Higher certificate or a minimum of 3 years' experience in a housing related discipline
- Significant experience in housing, tenancy or property management.
- Understanding of Irish tenancy law and housing management principles
- Experience managing rent arrears and tenancy breaches
- Experience dealing with ASB and conflict resolution
- Excellent communication, negotiation and relationship-building skills
- Strong organisational and case-management skills
- Ability to manage a complex caseload independently
- Ability to work effectively across multidisciplinary and multi-agency environments
- Commitment to equality, dignity, inclusion and tenant participation

Desirable qualifications, skills and experience required:

- Housing qualification or other relevant professional qualification
- Experience working with people experiencing homelessness, housing instability or complex social needs
- Experience within an AHB, local authority or social housing organisation
- Knowledge of the AHBRA regulatory framework
- Knowledge of Irish homelessness policy and housing legislation
- Experience with Rent Supplement and other housing-related supports.
- Experience using housing management databases.

Other information

- 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.

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How to apply

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

Peter McVerry Trust is an Equal Opportunity Employer.

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