

## JOB DESCRIPTION

**Job Title:** Rental & Tenancy Administrator

**Reporting to:** Property Operations Manager

**Location:** Dublin

**Purpose of the Position:** The role of the Rental & Tenancy Administrator is an integral function within the Property Operations team. The objective of the role is to be a key link between Services and Property Operations to optimise the functionality of the existing housing management system (Omni) within Focus Housing Association and ensure that all other necessary property records are maintained.

### Key responsibilities:

#### Data Input:

- Ensure that all rent payments received are promptly and accurately entered into the system.
- Liaise with all relevant local offices to ensure that payments received locally are accounted for.
- Enter all new properties and tenancies on to the system.
- Responsibility for the posting of rental income standing orders and direct debits onto the Housing Management System (HMS) on a weekly basis.
- Posting of weekly rent charges and bad debts received from projects onto HMS.
- Reconciliation of lodgements posted by projects onto HMS to bank statements on a weekly basis.
- Preparation of rental journal entries from HMS on a monthly basis.
- Preparation of reconciliation of rental debtor statements from HMS to Exchequer on a monthly basis.
- Preparation of reconciliation of rental deposit statements to Exchequer on a monthly basis.
- Preparation of bank reconciliations for rental bank accounts on a monthly basis.

#### Data Management

- Liaise with An Post to ensure that all requests and payments are correct.
- Ensure that all necessary data is recorded within the system.
- Update any changes to the data that may arise.
- Ensure that all necessary information is included in individual property files.
- Register/Re-register tenancies with the RTB.

#### Key Performance Indicators

- Collate information as required to ensure that all necessary reports are prepared.
- Coordinate rent arrears management procedure.
- Assist Staff with the recording of and monitoring of Rent Arrears Agreements.
- Assist in preparation of regulatory reports in relation to the housing function.

#### Finance

- Ensure purchase orders are raised into financial software system for authorisation
- Assist in preparation of reports.

## **Other**

- Comply in full and adhere to all Focus Ireland policies including confidentiality, data protection and access to records and the organisation's electronic communications policy.
- Work within the framework of the overall objectives of Focus Ireland.
- Work with and under the supervision and direction of the Line Manager.
- Engage in regular supervision sessions with the line Manager
- Attend and contribute to Team and Organisational meetings as required.
- Participate in relevant training and development courses as agreed with your manager
- Be vigilant to any Health, Safety and Welfare risks in the workplace and bring any concerns to the attention of your manager or Health & Safety Representative
- Positively promote Focus Ireland in activities and conduct.
- Undertake any other duties that may reasonably be assigned

## **Essential Criteria**

- Proficiency in MS Suite, ie: Excel, Word and Outlook
- Excellent attention to detail
- Must have a solutions focused attitude
- Strong team player
- Excellent communication skills
- Be trustworthy and conduct the role with integrity

## **Desirable Criteria**

- Experience in working for a voluntary housing organization
- Familiarity with housing management software systems
- Familiarity with financial software systems e.g Exchequer, Sage