



JOB DESCRIPTION

Job Title: Property Management Officer

Location: Dublin

Reporting To: Property Operations Manager

Focus Ireland has extensive property and is expanding activity in this area. We are seeking an experienced property professional to work closely with local teams to deliver a quality service to our tenants. The job will be based in our local offices working as part of the central property service.

Key Responsibilities

There are four broad areas of responsibility for this role;

Housing Management and Administration

- Ensure the organisation's policies and procedures for housing management and maintenance are implemented
- Ensure compliance with the terms and conditions of the Tenancy Agreement

Rent Collection

- Ensure rent collection is effective as possible across all tenancies
- Maximise collection by automated means
- Ensure consistency of rent charges
- Ensure consistency of non-rent charges such as service charges
- Proactively manage rent arrears to ensure that are kept to an agreed minimum
- Address rent arrears with support of the local Services staff

Management of Void Properties and Vacancies

- Ensure all voids and vacancies are kept to a minimum
- Ensure there is a measurable and transparent process for tracking voids

- Working closely with Services and Local Authorities, where necessary, to ensure the timely allocation of tenants to our properties
- Ensure the efficient and smooth transition of units from the Development Team to the Property Operations team

Management of Maintenance

- Ensure the quality of the property portfolio is maintained to a sufficient level
- Ensure the annual maintenance plan is prepared in line with the 10 year plan
- Assist in driving an improvement in the level of procurement for all maintenance and be able to demonstrate that we run an efficient and price competitive procurement operation that provides value for money
- Ensure that robust systems are in place to track and record all maintenance works and to adequately report on same
- Take ownership of all property management budgets & ensure all maintenance is achieved in line with the agreed budget
- Ensure the quality of maintenance and repair work is of a high quality including supervising contractors and internal staff when required
- Ensure customer and tenant satisfactions levels are exceeded

General Responsibilities

1. To liaise with housing support staff on rent arrears issues with tenants and monitor arrears.
2. Periodic inspection of properties and reporting on condition
3. Assist with tenant induction in responsibility for care of property and provide support in use of appliances in the home
4. Liaise with management companies, attend management company meetings and manage service charge matters
5. All housing health and safety issues including, fire audits. Electrical tests, boiler servicing
6. Maintaining accurate property records via Omni ledger.
7. Managing property staff as required.
8. Input into annual budget setting for sites and ten year plan.
9. To work with and under the supervision and direction of the line-manager.
10. To engage in regular supervision sessions with the line Manager.
11. To attend and contribute to Team and Agency meetings as required.
12. To undertake other work that is assigned by the line manager or Director
13. To participate in relevant training and development courses as agreed with your manager.
14. To 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

Focus Ireland is an equal opportunities employer

Essential Criteria

- Third level Degree in property or a relevant field and extensive experience working in a property management department
- Ambitious, energetic and motivated individual
- Must have a solutions focused attitude
- Proficiency in MS Excel, Word and Outlook
- A team player with excellent attention to detail
- Strong communication skills
- Be trustworthy and conduct the role with integrity

Desirable Criteria

Experience in working for a voluntary housing organization.