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| **Our Ref** | **TEO.FH.1122** |
| **Closing Date** | **09.00 on 12th Dec 2022** |
| **Term** | **Permanent Contract** |
| **Based At** | **Fold Housing, Block A, The Crescent Building, Northwood Business Campus, Santry, Dublin 9** |

# APPLICANT GUIDANCE NOTES

Please use these notes to assist you in completing your application

Please complete each section of this application as fully and as carefully as possible using black ink. Additional information may be submitted as part of the application as an attachment to this form.

**Incomplete applications will be rejected.**

Criteria may be enhanced to facilitate shortlisting. The panel will shortlist only based on the information provided.

**JOB RELATED INFORMATION**

Fold Housing is one of Ireland’s leading approved housing bodies providing housing, care and support to older people, families and those with complex needs.

Fold Housing is an approved housing body with charitable status led by a skilled voluntary board with experts from the private and public sectors.  We work with local authorities, the HSE, financial institutions, developers and other critical delivery partners to meet housing demand

We are now seeking a highly motivated individual to join our Housing team to implement our newly developed Tenant Engagement Strategy. The post holder will be responsible for a wide range of tenant engagement activities to improve community engagement and participation for Fold Housing tenants.

We are a people driven organisation, dedicated to excellent customer service, as well as the development and fulfillment of our staff.

If you are looking for a new and exciting challenge and want to be part of a progressive organisation, we would be delighted to receive an application from you.

Fold Housing will retain applications of suitable candidates on a "Reserve List" and may consult this list for future Tenant Engagement Office positions which become vacant (within a valid time period and in agreement with the candidate).

We are currently seeking to recruit the following position:

Tenant Engagement Officer

Location: Fold Housing, Block A, The Crescent, Northwood Business Campus, Santry, Dublin 9 (with frequent travel

Ref: TEO.HO.1122

Hours:  37 Hours per week

**Additional Benefits**: Company pension scheme, 22 days paid annual leave, free car parking, Death in Service benefit, top up sick and maternity leave, company pension scheme.

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**Application Procedure:**

Application form and further information are available from the Fold Ireland Website [www.foldhousing.ie/careers](http://www.foldhousing.ie/careers) and also from the Fold Housing Association Ireland CLG, Block A

The Crescent Building, Northwood Business Campus, Santry, Dublin 9, D09 X8 W3 Tel: +353 (0) 1 8228804.

Please clearly state the role that you are applying for in your application and email subject line:

**Job Ref TEO:FH.1122**

Applications should be submitted by email to [applications@foldireland.ie](mailto:applications@foldireland.ie), via our on line application form <https://www.foldhousing.ie/careers/> or by post to the HR Department, Fold Housing Association Ireland CLG, The Crescent Building, Northwood Office Campus, Santry, Dublin 9, D09 X8 W3

Closing date for applications is 09.00am on 12th Dec 2022

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| **Personal Details** | **Address Details** |
| **Title:** | **Number/Street:** |
| **Forename:** | **Address Type (home/other):** |
| **Forename 2:** | **County:** |
| **Preferred Name:** | **Post Code:** |
| **Surname:** | **Mobile/Home Telephone No :** |
| **PPS No:** | **Email Address:** |
|  | |
| **Driving Details (please tick)** | |
| **Do you have a full,**  **current driving licence? :**    **Yes**  **No** | **Do you have access to a car/are able to fulfil mobility requirements of post? :**  **Yes**  **No** |
|  | |
| **Interview Adjustments** | |
| **Do you need any reasonable adjustments/arrangements at interview? :**  **Yes**  **No**  **If yes, please provide details? :** | |
| **Eligibility to Work in ROI** | |
| **Do you require a permit/visa to work in ROI ?** | **Yes** **No** |
| **If yes, do you hold a permit/visa to work in ROI?** | **Yes** **No** |
| **If yes: Please state start/end dates and any restrictions that apply:** | |

**Section 1 - Personal Details**

**Section 2 – Education/Qualifications**

**Please provide evidence of qualifications outlined in the Essential/Desirable Criteria on the Person Specification**

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| **Qualification Obtained** | **Date Obtained** | **School/College/Training Facility** |
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**Continue on a separate sheet if necessary**

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| **Professional Qualifications**  **Please provide evidence of qualifications if required as part of the essential criteria for the job.** | | | | | |
| **Membership Body** | **Membership Number** | | **Membership Level** | **Start Date** | **End Date** |
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| **Training**  **Please detail any relevant training courses you have attended and include the date the course was completed** | | | | | |
| **Training Course:** | | | | **Date:** | |
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| **Section 3 – Employment History**  **Are you currently employed? : Yes No**  **Please provide details of employment\* starting with your present or most recent job.** | | | | | | |
| **Employment Details (past 10 years or 6 posts whichever is greater\*)** | | | | | |
| **Company Name:** | |  | | | |
| **Company Address:** | |  | | | |
| **Job Title:** | |  | | | |
| **Employment Start Date:** | |  | | | |
| **Employment End Date:** | |  | | | |
| **Outline of Duties:** | |  | | | |
| **Salary:** | |  | | | |
| **Reason for Leaving:** | |  | | | |
| **Notice Period if Applicable:** | |  | | | |

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| **Company Name:** |  |
| **Company Address:** |  |
| **Job Title:** |  |
| **Employment Start Date:** |  |
| **Employment End Date:** |  |
| **Outline of Duties:** |  |
| **Salary:** |  |
| **Reason for Leaving:** |  |
| **Notice Period if Applicable:** |  |

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| **Notice Period if Applicable:** |  |

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| **Salary:** |  |
| **Reason for Leaving:** |  |
| **Notice Period if Applicable:** |  |

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| **Job Title:** |  |
| **Employment Start Date:** |  |
| **Employment End Date:** |  |
| **Outline of Duties:** |  |
| **Salary:** |  |
| **Reason for Leaving:** |  |
| **Notice Period if Applicable:** |  |

**(Please continue on another page if necessary)**

**Section 4 - Additional Information**

Please indicate the reasons for seeking this position applied for:

|  |
| --- |
| **Additional Information** |
| **Please refer to the personnel specification and provide details of how you meet the criteria:**  **(Please continue on another page if necessary)** |

**Section 5 – Referees**

Please give the full names and addresses of 2 referees one of whom should be your **present or most recent employer**. References from relatives will **not** be accepted.

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| **Referee 1:** | |
| **Referee Name:** |  |
| **Referee Job Title:** |  |
| **Reference Type:** | **Character Business** |
| **Number/Street:** |  |
| **Local Area:** |  |
| **Post Town:** |  |
| **Post Code:** |  |
| **Country:** |  |
| **Referee Contact Number:** |  |
| **Referee Email Address:** |  |
| **May we contact prior to interview?** | **Yes No** |
| **Referee 2:** | |
| **Referee Name:** |  |
| **Referee Job Title:** |  |
| **Reference Type:** | **Character Business** |
| **Number/Street:** |  |
| **Local Area:** |  |
| **Post Town:** |  |
| **Post Code:** |  |
| **Country:** |  |
| **Referee Contact Number:** |  |
| **Referee Email Address:** |  |
| **May we contact prior to interview?** | **Yes No** |

**Section 6 – Additional Information**

Due to the nature of the work you are applying for, you must disclose ALL criminal convictions and cautions that are not ‘protected’. In addition, if you have any charges outstanding this information must also be declared.

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| **Garda Clearance (please tick P):** |

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| Have you ever been convicted of a criminal offence? Are there any charges outstanding?  If you have selected yes, and are successful at interview, you will be required to fill in a Confidential Enquiry Form. | |  | | --- | |  |   **YES** | **NO**   |  | | --- | |  | |  |

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| Are you a previous employee? | |  | | --- | |  |   **YES** |  | |  | | --- | |  |   **NO** |  |
| Are you related to any employee or Board Member of Fold Housing? | |  | | --- | |  |   **YES** |  | |  | | --- | |  |   **NO** |  |
| Do you or any member of your family have any connections/contracts with Fold Housing? | |  | | --- | |  |   **YES** |  | |  | | --- | |  |   **NO** |  |
| If Yes to any of the above, please state details: | | | | |
| Name: Declaration Reason:  Location: Dates: | | | | |

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| **How did you find out about this vacancy? (Please tick)** | |
| **FOLD Ireland Website** | **Jobs.ie** |
| **Activelink** | **Local Paper – Please state \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |

Note: The Association reserves the right only to shortlist for interview on the basis of information supplied on this application form. Your application will be held in a manual filing system for three years following the closing date for applications. After this period your file will be destroyed in accordance with FOLD Housing retention policy.

**Warning: By completing and signing (or electronically submitting) this application form you are consenting to the information being held on you as outlined above. This information will not be disclosed to a third party unless we are required to do so under law.**

**Declaration**

I give the employer the right to investigate all references and to secure additional information about me, if job related. I hereby release from liability the employer and its representatives for seeking such information and all other persons, corporations or organisations for furnishing such information.

I have read and understood the requirements and particulars of the appointment which have been supplied to me. I further understand that the job offer may be subject to the satisfactory outcome of references and/or a pre-employment health assessment and I consent to my doctor being approached for further information, including medical reports if the employer considers it necessary.

**Garda Vetting**

I further understand that the job offer may be subject to a Garda Vetting check carried out by An Garda Siochana, and I am aware that all spent convictions **must** be disclosed. I declare that the information I have given is accurate and I consent to the check being made.

|  |
| --- |
| * **I have** **read and understood the declaration.** * **I agree that information provided is accurate.** |

**Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**JOB DESCRIPTION**

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| **JOB TITLE:** | Tenant Engagement Officer |

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| **DEPARTMENT:** | Housing |

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| **RESPONSIBLE TO:** | Manager of Housing and Community |

**Job Purpose:**

This is an exciting role within Fold Housing, we have recently approved our tenant lead Tenant Engagement Strategy. The post holder will be responsible for the implementation of this strategy and all its associated actions to help further improve our tenant and community activities.

**Primary Responsibility**:

The Tenant Engagement Officer will be the first point of contact in driving our engagement strategy alongside our Tenant Forum and Housing Officers.

This strategy affirms our commitment to involving and empowering tenants in shaping their communities by improving the services that will deliver positive outcomes for our tenants.

The post holder, as part of their role in implementing our engagement strategy, will be involved in developing activities/programs with both tenants and Staff input. Flexibility will be required to attend meetings and functions outside 9-5 working hours and travel with in all our schemes will be required.

Strong attention to detail and a willingness to adapt to changing conditions and pressures will be required for this position.  The post holder requires excellent planning, administration and organisation skills.

**Tenant Engagement**

* To contribute to and lead on the delivery of tenant engagement and communication strategy for the association.
* To develop new and innovative ways of engaging with tenants and enabling the opportunity for effective feedback, using the learnings from Tenants surveys.
* To work with residents and residents’ groups in order that the needs and aspirations of tenants can feed into service design.
* To work collaboratively with Fold Housing staff, partners, and stakeholders to build community-based relationships and to develop and improve the services provided to tenants.
* To provide data and reports where required to support tenant influencing and engagement at a strategic and governance level.
* To assist in the preparation of tenders/proposals (including costings).
* Develop and deliver Mystery Shopping, Customer Journey Mapping and Tenant Led scheme Inspection exercises, including the provision of reports and recommendations.
* Actively research new and innovative approaches on tenant involvement
* To develop and maintain an engaging portal on the fold website regarding tenant engagement.

**Empowering Tenants**

* Coordinate an annual programme of tenant meetings and “how to do it” sessions for Tenant Participation Practitioners Network (PPN).
* Liaise with Finance to monitor the Tenant Engagement Budget and to process invoices and to monitor payments.
* Represent Fold Housing at conferences, meetings, network events in relation to Housing Associations and Tenant Engagement.
* To be familiar with the requirements of the Regulator for Social Housing regarding Tenant Involvement.
* To promote tenant engagement and involvement in partnership with other Fold Housing staff so that tenant needs and aspirations are fed into the Associations service standards and improvements.
* To co-operate in community development through liaison with the statutory, voluntary and community sector, and to actively promote engagement with our tenants and the local community.
* Contribute to the creation of homes and neighbourhoods where tenants can live independent and fulfilling lives.
* Deliver presentations on behalf of Fold Housing relating to Tenant Engagement.
* Provide input into the Strategic and Operational Business plans on Tenant Engagement.
* Provide support and facilitation to other departments as required.
* Provide detailed reports on tenant engagement to line Manager, Committees and other bodies as appropriate.

**Communication and Marketing**

* Liaise with the Management and agree information suitable for social media (Twitter / Facebook).
* Contribute to internal and external publications when required e.g. Tenant newsletter
* To ensure tenants are provided with relevant, quality information using a range of sources and methods, utilising social media and other technology to improve the digital offer.
* To assist in the set up and support of residents’ groups and other forms of involvement that will promote social and community engagement.
* Facilitate consultation with tenants ensuring a range of engagement options are used to maximise tenant participation.
* To act as a “champion” for tenants’ interests in dealings with other agencies, staff, and stakeholders.
* Provide statistical data, information and testimonials for Fold Housings annual report.
* Assist in the preparation of notifications and newsletters to tenants.
* To provide front line staff with learning opportunities on tenant engagement.
* To collaborate and help with the establishment of a tenants’ forum.
* To empower the organisation and become the best AHB for engagement highlighting activities at an annual information day.

**General**

* Maintain an accurate up to date and detailed record of work in a format which will not only facilitate supervision but will be an aid to continual evaluation and monitoring.
* To attend regular meetings within the Housing department.
* Undertake training as and when required.
* To investigate sources of funding that can be applied to tenant involvement and partnership opportunities and to make grant applications as appropriate.
* Implement a range of tenant engagement activities and projects; within designated timeframes and budget; including tenant satisfaction surveys and the tenant annual report.
* To involve tenants in setting service standards and improving services, being aware that Fold Housing is aiming to be a top quartile performer.
* To drive continuous improvement and innovation in service delivery, working with other departments and being aware of best practice throughout the housing and other sectors.
* To contribute effectively to departmental and Fold Ireland’s business plans and corporate plans and projects, where necessary.
* To keep abreast of changes within Fold Housing and keep updated in terms of funding opportunities available to Approved Housing Bodies.
* Linking in with tenants on return from hospital to ensure they have the appropriate services in place to enable them to live independently.
* Carry out all duties observing Fold Housing’s policies and procedures on health and safety.

**All Fold Housing employees have a personal responsibility to promote and to support measures designed to create a working environment that is free from harassment or discrimination on the grounds of religion, community background, gender, marital status, race, sexual orientation, age or disability.**

This job description may be amended to facilitate changes in the better organisation of Fold Housing activities following consultation with the job holder.

# Fold Housing operates a 'No Smoking on the Premises Policy'

**Fold Housing is and equal opportunities employer**

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| **1.0** | **SKILLS and ABILITIES** | **Essential** | **Desirable** |
| 1.1 | 3rd level qualification in a relevant field such as Community Development or Housing Studies | E |  |
| 1.2 | Computer literate with ability to confidently use various computer applications | E |  |
| 1.3 | Knowledge of statutory bodies and available funding sources | E |  |
| 1.4 | Excellent verbal and written communication skills. Ability to communicate to a range of audiences. | E |  |
| 1.5 | Ability to self motivate and to work independently or work as a part of a team | E |  |
| 1.6 | Good influencing skills and ability to achieve results | E |  |
| 1.7 | Strong administrative and organisational skills and ability to coordinate activities. | E |  |
| 1.9 | Excellent organisational skill with the ability to multi-task and work to deadlines | E |  |
| **2.0** | **EXPERIENCE** |  |  |
| 2.1 | A minimum of two year experience working in Community Development/Social Housing | E |  |
| 2.2 | Experience working in a customer oriented field | E |  |
| 2.3 | Experience in Housing Management tasks such as allocations, rents etc |  | D |
| 2.4 | Knowledge of social housing in Ireland | E |  |
| **3.0** | **PERSONAL QUALITIES** |  |  |
| 3.1 | Common sense approach to all tasks. | E |  |
| 3.2 | Emphasis to resolving problems proactively. | E |  |
| 3.3 | Professional and confident manner. | E |  |
| 3.4 | Flexible. | E |  |
| 3.5 | Ability to work with a minimum of supervision. | E |  |
| 3.6 | Customer focused. | E |  |
| 3.7 | Team player. | E |  |