



## SOPHIA HOUSING ASSOCIATION

### JOB DESCRIPTION & PERSON SPECIFICATION

<b>Job Title</b>	Property Administrator, Cork
<b>Location</b>	Sophia Housing, Douglas Street and City Park House, Cork City
<b>About Sophia</b>	<p>Sophia is a national organisation that has been supporting people as they emerge from homelessness since 1997.</p> <p>Sophia is a niche service provider for two reasons; firstly, it sees the provision of home of one's own as the primary response to homelessness and the intervention that Sophia is exclusively focused on. Secondly as an Approved Housing Body, its core mission is to provide homes for individuals, couples and families who not only need a home but also present with other support needs.</p> <p>Sophia offers the following benefits to employees:</p> <ul style="list-style-type: none"> <li>• 25 Annual Leave Days</li> <li>• Additional Long Service annual leave</li> <li>• 5% Employer pension contribution</li> <li>• Further education and training support</li> <li>• Employee assistance Programme</li> <li>• Flexible working arrangements</li> </ul>
<b>Reporting to</b>	Project Manager
<b>Contract</b>	Permanent
<b>Hours</b>	39 hours per week, Monday to Friday, 9am to 5pm with flexibility
<b>Key Responsibilities</b>	<ul style="list-style-type: none"> <li>• Carry out regular property inspections, including communal areas</li> <li>• Develop relationships with maintenance contractors to ensure the quality of work of all repairs and property renovations are to a high standard and at a</li> </ul>

	<p>competitive rate in line with Sophia's Procurement Policy.</p> <ul style="list-style-type: none"> <li>• Maintain and update all resident repairs and maintenance issues using Sophia's housing management software i.e. Affinity</li> <li>• Management of the fire drills and sounder testing on all fire alarm systems</li> <li>• Ensure prompt and appropriate responses to any maintenance issues reported.</li> <li>• Ensure all periodic checks are carried out and relevant issues are notified and actioned in line with policies, procedures and daily tasks.</li> <li>• Be vigilant to any Health, Safety and Welfare risks in the workplace and bring any concerns to the attention of your line manager.</li> <li>• Assigning and co-ordination of the work of the CE maintenance staff</li> <li>• Ensure health and safety compliance with Sophia's properties including electricity testing, fire safety, CO2 protection, annual boiler servicing and Lyme's disease.</li> <li>• Ensure data and personal information relating to clients, residents, staff and other members of the organisation is kept safe and secure using the correct systems and procedures, is collected for legitimate purposes and is safely destroyed when appropriate.</li> <li>• Assist the team in monitoring and managing rent accounts, and rent arrears including payment plans.</li> <li>• The setting up of household payments with An Post and conduct annual rent assessment reviews</li> <li>• Track and report on voids, ensuring that the turnover of the properties takes place in a timely manner.</li> <li>• Monitoring of petty cash and completing monthly reports when required.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Communicate with residents to schedule appointments and maintenance work</li> <li>• Setting up of residents on the housing system, calculation of rents, and setting up utilities and work with Project Workers to ensure a smooth move-in process.</li> <li>• Be aware of and adhere to all relevant financial procedures and regulations and report any discrepancies as required.</li> <li>• To operate communication systems as required.</li> <li>• To undergo training as required</li> <li>• To undertake other tasks that may be assigned from time to time.</li> </ul> <p><b>Person Specification</b></p> <p><u>Values</u></p> <ul style="list-style-type: none"> <li>• Committed to the ethos and mission of Sophia</li> <li>• Empathy with Trauma Informed Practice</li> <li>• Commitment to equality and anti-oppressive practice</li> </ul> <p><u>Requirements and Skills</u></p> <ul style="list-style-type: none"> <li>• Knowledge of social and voluntary housing sector and/or associated experience.</li> <li>• Experience of working in a resident focused role.</li> <li>• Excellent verbal and written communication skills.</li> <li>• Demonstrate ability to organise, prioritise and manage a varied workload and meet deadlines and targets.</li> <li>• Computer literacy and the proficient use of Microsoft Office and other software applications.</li> <li>• Ability to communicate and interact in a professional, diplomatic and sensitive manner.</li> <li>• Have the capacity to contribute to and work well in a team.</li> <li>• Have the ability to use initiative and judgement.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Have a satisfactory working knowledge of health and safety and workplace regulations.</li> <li>• Demonstrate the ability to treat the resident group in a non-judgemental way.</li> <li>• Full clean drivers licence and use of a car (essential)</li> </ul> <p><b><u>Qualifications</u></b></p> <ul style="list-style-type: none"> <li>• To have reached a standard of education sufficient to enable him/her to carry out the duties assigned to him/her satisfactorily.</li> <li>• A certificate/diploma in facilities management or relevant discipline is an advantage but not essential</li> </ul> <p><b><u>Application Process:</u></b>  Please forward a Cover Letter and CV to  <b>Recruitment@sophia.ie</b>  The closing date for receipt of applications is  <b>Monday, 2<sup>nd</sup> June 2025</b></p>
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