



# Comhairle Chontae Liatroma Leitrim County Council

## CANDIDATE INFORMATION BOOKLET

(Please read carefully)

**Post of:**

**Tenant Liaison Officer**  
**(Grade V Analogous)**

**Closing Date: 4:00 pm on Thursday 8<sup>th</sup> January 2026**

### Important Notes

Completed Application Form (***inclusive of all other required documentation***) must be emailed in **PDF Format** as **One Single Document** (not individual scanned documents) to [jobs@leitrimcoco.ie](mailto:jobs@leitrimcoco.ie).

Please quote '**Tenant Liaison Officer Application**' followed by your **name** in the subject line of the email.

**Note:** Hard copy Application Forms will not be accepted

## General Information:

County Leitrim, located in the North-West of Ireland, has a growing economy, picturesque landscape, vibrant communities and a strong arts and cultural sector. Leitrim County Council's vision is to build an economically strong, creative, inclusive county, making Leitrim the best place to live, work, invest and visit. Key to the achievement of our priorities and objectives is a skilled and committed workforce, supported by enabling technologies, efficient work processes and learning and development opportunities. We are committed to the training, support and encouragement of our staff and we offer benefits across family friendly initiatives, personal development and wellbeing of staff.

## The Role:

The Tenant Liaison Officer is a key member of the Housing Department in Leitrim County Council, responsible for supporting tenants in maintaining their tenancies through support, early intervention and proactive engagement. The role involves investigating complaints, mediating disputes, liaising with residents, resident's associations and external agencies, attending court proceedings, and ensuring compliance with tenancy agreements. By addressing issues such as anti-social behaviour and breaches of tenancy promptly, the Tenant Liaison Officer helps promote stable and well-managed housing communities.

## The Qualifications:

### 1. Character

Each candidate shall be of good character.

### 2. Health

Each candidate shall be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

### 3. Citizenship

Candidates for any of the above panels must, by the date of any job offer, be:

- (a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; **or**
- (b) A citizen of the United Kingdom (UK); **or**
- (c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; **or**
- (d) A non-EEA citizen who is a spouse or child of an EEA or UK or Swiss citizen and has a stamp 4 visa; **or**
- (e) A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa; **or**
- (f) A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or the UK or Switzerland and has a stamp 4 visa.

### 4. Education, Training, Experience etc.

Each candidate must, on the latest date for receipt of completed application forms:

- (i) Hold a formal qualification in housing studies, estate management, community development or other related and relevant discipline.
- (ii) Have satisfactory knowledge and experience of working with resident's associations, community groups, estate management issues, social housing and related areas.
- (iii) Have a good knowledge of relevant legislation and its application in a Social Housing context.
- (iv) Have satisfactory organizational and administrative experience.

#### **Notes:**

- **Candidates must submit a copy of their formal qualification(s) meeting the requirements of 4(i) above with their application.**
- **Applications received without the necessary documentation will be deemed ineligible and will not be considered further.**
- **Non-Irish Qualifications must be accompanied by a determination from Quality and Qualifications Ireland (QQI) to establish their comparability against the Irish National Framework of Qualifications. Foreign Language qualifications must also be accompanied by a translation document.**

**Candidates must also hold a current valid and unendorsed driving licence in respect of category B vehicles or equivalent in the EU Model Driving Licence and must advise if this is not the case. A copy of Licence must be submitted with your application.**

#### **The Ideal Candidate shall have:**

- An understanding of the role of a Tenant Liaison Officer.
- Excellent professional / technical knowledge and skills.
- Experience working in a similar type role.
- Experience of working as part of a multi-disciplinary team.
- A good working knowledge of the background to and policies which govern the provision of social housing in Ireland.
- A good understanding of the issues and needs regarding the residents of local authority housing estates and group housing developments.
- Strong interpersonal, communication, organisational and negotiating skills and the ability to prepare and present reports and to represent the Council in a professional and credible manner.
- Experience in engaging and working in direct contact with a diverse range of internal and external stakeholders, agencies and organisations, developing and maintaining good working relationships.
- Ability to build, manage and nurture partnerships and relationships across a range of stakeholders.
- Ability to lead and coordinate (external) agencies.
- Ability to develop and deliver programmes and projects and to work to strict deadlines.
- Ability to work under pressure and to deal effectively with conflicting demands.
- Self-motivation with the ability to work on their own initiative as well as an integral part of a team.
- Experience of working with vulnerable adults.
- Experience in relation to child protection.
- Solutions focused approach.
- Flexibility and availability to work outside normal office hours as required.
- Strong ICT and presentation skills.

- A good understanding of safety management in the workplace including Health & Safety legislation and regulations.

### Competencies for the Post:

Key Competencies for the post include the following and candidates will be expected to **demonstrate sufficient evidence within their application form** of competence under each of these. Please take particular note of these when completing the application form as any short-listing or interview processes will be based on the information provided by candidates:

<b>Delivering Results / Communicating Effectively</b>	<ul style="list-style-type: none"> <li>• Translates the business or team plan into clear priorities and actions for their area of responsibility.</li> <li>• Plans work and allocation of resources effectively.</li> <li>• Implements high quality service and customer care standards.</li> <li>• Demonstrates the ability to act decisively and make timely, informed and effective decisions.</li> <li>• Develops and maintains positive, productive and beneficial working relationships with relevant interests.</li> <li>• Demonstrates the ability to recognize the value of and requirement to communicate effectively.</li> <li>• Demonstrates effective verbal and written communication skills and good interpersonal skills.</li> </ul>
<b>Performance Management</b>	<ul style="list-style-type: none"> <li>• Leads and works with stakeholders (internal and external) to achieve department and corporate objectives.</li> <li>• Effectively manages performance.</li> <li>• Motivation and positivity as part of a team.</li> <li>• Ability to develop and deliver programmes and projects and to work to strict deadlines.</li> <li>• Ability to work on own initiative as well as an integral part of a team.</li> <li>• Has strong organisational skills including meeting facilitation and administration.</li> <li>• Demonstrates the ability to sustain a positive image and profile of the local authority.</li> </ul>
<b>Personal Effectiveness</b>	<ul style="list-style-type: none"> <li>• Keeps up to date with current developments, trends and best practice in their area of responsibility.</li> <li>• Is enthusiastic about the role and is motivated in the face of difficulties and obstacles.</li> <li>• Takes initiative and is open to taking on new challenges or responsibilities.</li> <li>• Manages time and workload effectively.</li> <li>• Demonstrates appropriate and positive self-confidence.</li> <li>• Operates effectively in an environment with significant complexity and pace.</li> <li>• Understands and implements change and demonstrates flexibility and openness to change.</li> <li>• Is a self-starter, strong on research and maintains resilience in securing buy in and commitment to overall concepts or projects.</li> </ul>
<b>Knowledge, Experience and Skills</b>	<ul style="list-style-type: none"> <li>• Demonstrates understanding of the role of Tenant Liaison Officer.</li> <li>• Demonstrates knowledge and understanding of the background to and policies which govern the provision of social housing in Ireland.</li> </ul>

- |  |  |
|--|--|
|  | <ul style="list-style-type: none"> <li>• Demonstrates knowledge of current local government issues, priorities, concerns and future direction.</li> <li>• Has relevant experience in engaging and working effectively with a diverse range of stakeholders.</li> <li>• Has relevant liaison, facilitation, negotiation, project development, management and delivery experience.</li> <li>• Has experience of working as part of a multi-disciplinary team.</li> <li>• Has experience of preparing and presenting reports and correspondence.</li> </ul> |
|--|--|

## The Principal Terms and Conditions:

The Office is **wholetime, permanent and pensionable**. A panel will be formed from which Tenant Liaison Officer vacancies arising during the lifetime of the panel (12 months) may be filled.

### 1. Duties

The duties of the office are to give to the local authority and

- (a) Such other local authorities or bodies for which the Chief Executive, for the purposes of the Local Government Acts, is Chief Executive, and
- (b) to any other local authority or body with which an agreement has been made by the local authority or by any of the authorities or bodies mentioned in sub-paragraph (a) of this paragraph,

under the general direction and control of the Chief Executive or of such other officers as the Chief Executive may from time to time determine, such appropriate services of an administrative, executive, supervisory, advisory and ancillary nature as are required for the exercise and performance of any of its powers, duties and functions as may be delegated to him or her by the Chief Executive from time to time and shall include the duty of deputizing for other officers of the local authority.

Reporting to the Administrative Officer or other appropriate supervisor/line manager in the Housing Department, the main duties and responsibilities of the post of **Tenant Liaison Officer** may include but are not limited to the following:

- Establishing contact and liaison with residents of local authority estates, both directly and through their respective residents' associations.
- Facilitating and promoting the establishment of new residents' associations where required.
- Facilitating meetings and providing ongoing support and advice relating to prevention of anti-social behaviour.
- Preparing and implementing, in conjunction with residents' associations, various action plans and projects for improvements in estate management.
- Liaising with tenants/house-owners regarding any remedial/regeneration works schemes proposed by Leitrim County Council, and acting on behalf of the Council as tenant liaison on these schemes.
- Conducting pre-tenancy training courses for all new tenants allocated a house/unit from Leitrim County Council, and all tenants transferring within Leitrim County Council's housing stock.
- Assisting tenants in settling into local authority properties.
- Advising tenants of the various payment options in relation to their rent, providing assistance and liaising with Finance Department staff when necessary, including in relation to rent arrears cases.
- Advising tenants of their responsibility and the Council's responsibility in relation to maintenance and repairs and monitoring cases where tenants are failing to meet their responsibility.

- Implementing the Council's Anti-Social Behaviour Strategy and relevant housing legislation.
- Investigating complaints of anti-social behaviour, or other breaches of Leitrim County Council tenancy agreement, including interviewing tenants, complainants and witnesses.
- Preparing and serving warning letters, notices etc when required.
- Liaising with the Council's legal advisor(s) as required and issuing instructions to commence legal proceedings when necessary.
- Attending in court to give evidence as and when required.
- Attending evictions and liaising with relevant staff eg. Housing Officer, Housing Allocations Officer, Clerk of Works, Traveller Liaison Officer, Housing Welfare Officer, Revenue Collector etc when required.
- Reviewing housing applications and transfer applicants if there are records or reports of anti-social behaviour.
- Mediating and liaising, where possible, on tenant and resident conflicts, and seeking to resolve disputes.
- Developing and co-ordinating communication on cases and anti-social behaviour prevention with An Garda Síochána, HSE, Tusla and other agencies or groups.
- Developing and maintaining positive and productive working relationships across a range of internal and external stakeholders.
- Working on an inter-agency basis and with external bodies and groups as appropriate in relation to the development and delivery of initiatives, programmes and projects.
- Identifying and developing collaborative partnerships and programmes in response to identified needs.
- Assisting in relation to the development / review of Housing Policy including Anti-Social Behaviour, Succession of Tenancy, Surrender of Tenancy, Tenancy Handbook etc.
- Investigating abandonment of local authority properties and completing appropriate steps in line with legislative provisions to secure the return of the property to Leitrim County Council.
- Liaising with tenants and families in relation to succession of tenancy for local authority properties.
- Completing surrender of tenancy with local authority tenants who wish to leave their local authority property.
- Providing support to the Assessments, Allocations and Homelessness Teams within the Housing Department.
- Representing the Housing Department and/or the Council on relevant committees and/or at a range of meetings and events as and when required.
- Attending meetings, participating on relevant Working Groups, Committees etc as appropriate and as requested.
- Compiling, preparing and presenting reports/claims/returns, including site visits, record checking, presentations and correspondence as necessary.
- Keeping necessary records and compiling relevant statistics for reporting to management, elected members, government departments etc.
- Carrying out general inspection of dwellings and providing reports on condition of same.
- Identifying opportunities for improvements in service delivery within their work area and wider Housing Department.
- Supporting and implementing change management initiatives within their work area and wider Housing Department.
- Participating in corporate activities and responsibilities appropriate to the grade.
- Working in compliance with Health and Safety legislative requirements, policies and procedures and safe systems of work.
- Deputising for the line manager or equivalent as required.
- Undertaking any other duties of a similar level and responsibility, as may be required, or assigned from time to time.

The particular duties and responsibilities attached to the post may vary from time to time, without changing the general character of the duties or level of responsibilities entailed. The post holder may therefore be required to perform duties appropriate to the post, other than those detailed above, and to take instructions from and report to, an appropriate Officer or such designated Officer as may be assigned from time to time by the Local Authority.

The role requires flexibility in terms of working hours as the duties may involve working outside of normal office hours.

## **2. Salary**

The salary scale for the post of Tenant Liaison Officer (Staff Officer Analogous), applicable from 1<sup>st</sup> August 2025, is within the range:

**€51,722, €53,266, €54,844, €56,454, €58,076, €59,967 LSI1, €61,865 LSI2**

Entry point to this scale will be determined in accordance with relevant Departmental Circulars. Offers of appointment to persons who are not serving local authority employees will be based on the minimum of this scale.

The rate of remuneration may be adjusted from time to time in line with Government Policy.

The salary shall be fully inclusive and shall be as determined from time to time. Holders of the office shall pay to the local authority any fees or other monies (other than their inclusive salary) payable to or received by them by virtue of their office or in respect of services which they are required by or under any enactment to perform.

## **3. Residence**

The holder of the post shall reside in the district in which his or her duties are to be performed or within a reasonable distance thereof and will be required to serve in the Local Authority's Offices, or wherever assigned by the Local Authority.

Leitrim County Council reserves the right to, at any time, re-assign an employee to any Department now or in the future. Leitrim County Council reserves the right to, at any time, assign an employee to any premises in use by the Council now or in the future.

## **4. Probation**

All contracts will be subject to a probationary period, during which the performance of the successful applicant will be regularly evaluated.

Where a person is permanently appointed to Leitrim County Council the following provisions shall apply:

- (a) There shall be a period after appointment takes effect, during which such a person shall hold the position on probation;
- (b) Such period shall be one year but the Chief Executive may, at his/her discretion, extend such period;
- (c) Such a person shall cease to hold the position at the end of the period of probation, unless during this period the Chief Executive has certified that the service is satisfactory;
- (d) There will be ongoing assessments during the probationary period.



Employment may be terminated by either party during probation or at the end of the probationary period on one week's notice.

## **5. Health:**

For the purpose of satisfying the requirement as to health it will be necessary for each successful candidate, before he/she is appointed to a permanent position, to undergo a medical examination by a qualified medical practitioner to be nominated by the local authority.

## **6. Annual Leave**

The annual leave entitlement for this post will be 30 days per annum. Annual leave year is aligned to the calendar year.

## **7. Working Hours**

The standard working week will be 35 hours, Monday to Friday. The role may require flexibility around working hours, and evening and weekend work may arise.

The Council reserves the right to alter hours of work from time to time.

All hours worked will be subject to and recorded in accordance with the provisions of the Organisation of Working Time Act, 1997 and the Organisation of Working Time Act (Regulations) 2001. Leitrim County Council requires employees to record their hours worked using a clocking system.

## **8. Superannuation**

All new entrants to pensionable public service employment on or after 1 January 2013 will be members of the Single Public Service Pension Scheme.

All members of the Single Public Service Pension Scheme will be required to contribute 3.5% of net pensionable remuneration plus 3% of pensionable remuneration. Pension and retirement lump sums for member of the Single Public Service Pension Scheme will be based on career-average pay; pensions will be co-ordinated with the State Pension Contribution Scheme.

Persons who are pensionable under the Local Government (Superannuation) (Consolidation) Scheme 1998, and are liable to pay the Class A rate of PRSI contribution, will be required in respect of superannuation to contribute to the local authority at the rate of 1.5% of pensionable remuneration plus 3.5% of net pensionable remuneration (i.e. pensionable remuneration less twice the annual rate of social insurance old age contributory pension payable at the maximum rate to a person with no adult dependant or qualified children). You will also be required in respect of the Local Government (Spouses and Childrens' Contributory Pension) Scheme to contribute to the local authority at the rate of 1.5% of pensionable remuneration in accordance with the terms of the Scheme.

Persons who become pensionable officers of a local authority who are liable to pay the Class D rate of PRSI contribution will be required in respect of his/her superannuation to contribute to the local authority at the rate of 5% of pensionable remuneration. You may also be required to pay Spouses and Children/Widows and Orphans contributions at the rate of 1.5% of pensionable remuneration.

## **9. Retirement Age**

The Single Public Service Pension Scheme ("Single Scheme") as provided by the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 commenced with effect from 1st January 2013. The act



introduced new retirement provisions for new entrants to the public service appointed on or after 1st January 2013, as well as to former public servants returning to the public service after a break of more than 26 weeks.

Retirement age will be in line with the age of eligibility for the State Pension Contributory (SPC). Compulsory Retirement Age will be 70.

There is no mandatory retirement age for “new entrants” to the public service as defined in the Public Service Superannuation (Miscellaneous Provisions) Act 2004.

Anyone who is “not a new entrant” to the public service, as defined in the Public Service Superannuation (Miscellaneous Provisions) Act 2004, had been subject to a compulsory retirement age of 65 years – the Public Service Superannuation (Age of Retirement) Act 2018 provides for an increase in the compulsory retirement age of most pre-2004 public servants from age 65 to age 70.

#### **10. Pension Abatement**

If an appointee has previously been employed in the Civil or Public Service and that appointee is entitled to, or in receipt of, a pension from the Civil or Public Service, or where a Civil/Public Service pension comes into payment during the appointee’s re-employment, that pension will be subject to abatement in accordance with Section 52 of the Public Service Pensions (Single Scheme and other Provisions) Act 2012.

**Please note:** In applying for this position, you are acknowledging that you understand that the abatement provisions, where relevant, will apply. It is not envisaged that the employing Department/Office/Body will support an application for an abatement waiver in respect of appointments to this position.

#### **11. Driving Licence/Travel**

Holders of the post may from time to time be required to travel in the course of their duties and for this purpose they shall possess a current unendorsed full driving licence (Category B) and, shall drive a motor car in the course of their duties and for this purpose provide and maintain a car to the satisfaction of the local authority. The post holder’s Insurance policy must cover such use and must indemnify Leitrim County Council.

Travel and subsistence expenses will be paid in accordance with nationally agreed rates applicable in the sector.

#### **12. Garda Vetting**

The successful candidate may be subject to the Garda Vetting Procedures in line with the provisions of the National Vetting Bureau (Children & Vulnerable Persons) Act 2012 to 2016 as appropriate in advance of appointment and on a periodic basis thereafter for the duration of their employment.

#### **13. Outside Employment**

The position is whole-time and the employee may not engage in private practice or be connected with any outside business which would interfere with the performance of official duties.

#### **14. Data Protection**

Please note that the information received is used solely for the purpose of considering your application. Such information held is subject to the rights and obligations set out in the Data Protection Acts, 1988, 2003 & 2018 and EU Regulation 2016/679.

## SELECTION PROCESS

- (i) Selection shall be by means of a competition based on an interview conducted by or on behalf of the local authority.
- (ii) Leitrim County Council reserves the right to shortlist applications on the basis of information supplied on the application form, and only those shortlisted will be called for interview.
- (iii) Candidates called for interview will be assessed on the **competencies** for the post as set out above.
- (iv) A Panel may be formed on the basis of such interviews. Candidates whose names are on a panel and who satisfy the local authority that they possess the qualifications declared for the position and that they are otherwise suitable for appointment may, within the life of the panel, be appointed to this post. The life of the panel will not be more than one year from the date of formation of the panel.
- (v) The local authority shall require a person to whom an appointment is offered to take up such appointment within a period of not more than one month and if they fail to take up the appointment within such period or longer period as the local authority in its absolute discretion may determine, the local authority shall not appoint them.

**All applications must be made on the official Application Form** which are available to download on Leitrim County Council's website [www.leitrim.ie](http://www.leitrim.ie) or alternatively, contact the Human Resources Department by emailing [jobs@leitrimcoco.ie](mailto:jobs@leitrimcoco.ie).

**Completed Application Forms, inclusive of all required documentation, must be submitted in PDF Format as ONE Single Document (not individual scanned documents) via email.**

### **CLOSING DATE:**

**Closing date for receipt of applications is 4:00 pm on Thursday, 8<sup>th</sup> January 2026 via email to [jobs@leitrimcoco.ie](mailto:jobs@leitrimcoco.ie). Applications received after this date and time will not be considered.**

**Please quote 'Tenant Liaison Officer Application' followed by your name in the subject line of the email.**

**Candidates will receive an automatic acknowledgement when they submit their application form to the above email. You should check your Spam/Junk Folders in the event that you do not receive this acknowledgement. The onus is on the candidate to ensure that their application has been received and acknowledged.**

The responsibility rests with the applicant to ensure that their application form is **received** by the Human Resources Department of Leitrim County Council on time as outlined above. Candidates should ensure that they give themselves sufficient time to allow for any unforeseen circumstances which may arise and which may impact on their application form not being **received** on time.

**NOTES:** Applicants are reminded that any attempt by themselves or by any persons acting on their behalf directly or indirectly by means of written communication or otherwise to canvass or otherwise influence in the applicants favour any employee of the County Council or persons nominated by the Chief Executive to interview or examine applicants, will automatically disqualify the applicant for the position they are seeking.

**Leitrim County Council is an equal opportunities employer.**