



CANDIDATE INFORMATION BOOKLET

Tenant Liaison Officer

Closing date for receipt of applications:
Wednesday, 12th of February, 2025 at 1.00pm

Human Resources Department
Meath County Council

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The Competition

The Position

Meath County Council invites applications from suitably qualified persons who wish to be considered for inclusion on a panel from which permanent & fixed-term contract vacancies for the position of Tenant Liaison Officer shall be drawn.

Purpose, Duties and Responsibilities

The duties of the post of the Tenant Liaison Officer include, but are not limited to:

Reporting to the Administrative Officer or other appropriate supervisor/line manager in the Housing Department, the successful candidate/s will be required to:

- Establish contact and liaison with residents of local authority estates both directly and through their respective residents' associations;
- Facilitate and promote the establishment of new residents' associations where required;
- Facilitate meetings and provide ongoing support and advice relating to prevention of anti-social behaviour;
- Prepare and implement, in conjunction with residents' associations, various action plans and projects for improvements in estate management;
- Liaise with tenants/house-owners regarding any remedial/regeneration works schemes proposed by the Meath County Council and act on behalf of the Council as tenant liaison on these schemes;
- Conduct pre-tenancy training courses for all new tenants allocated a house/unit from Meath County Council and all tenants transferring within Meath County Council's housing stock;
- Advise tenants of the various payment options in relation to their rent. Assist them and when necessary liaise with Finance Department staff;
- Advise tenants of their responsibility and the Council's responsibility in relation to repairs and monitor cases where tenants are failing to meet their responsibility;
- Implement the Council's Anti-Social Behaviour Strategy as adopted by elected members and relevant housing legislation;
- Investigate complaints of anti-social behaviour or other breaches of Meath County Council tenancy agreement including interviewing tenants, complainants and witnesses;
- Prepare and serve warning letters, notices and instructions to Council legal advisor to commence legal proceedings when necessary and attend in court to give evidence when required;
- Attend evictions and liaise with Housing Officer, Clerk of Works and Settlement Officers when required;
- Review housing applications and transfer applicants if there are records or reports of anti-social behaviour;
- Mediate and liaise, where possible, on tenant and resident conflicts and seek to resolve disputes;
- Develop and co-ordinate communication on cases and anti-social behaviour prevention with An Garda Síochána, HSE and Tusla and other agencies or groups;
- Keep necessary records and compile relevant statistics for reporting to management, elected members and government departments;
- General inspection of dwellings and provide reports on condition of same;

- Undertake any duties as assigned to them by their line manager;

The duties of the position may involve reasonable attendance outside normal working hours including weekends.

Character

Each candidate must be of good character.

Health

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

Education and Experience

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

- Possess a good standard of education;
- Have satisfactory knowledge and experience of working with community groups, residents' associations, estate management issues, social housing and related areas;
- Organisational and administrative experience;
- Have good motivating and communicative skills;
- Have satisfactory knowledge of relevant legislation and its application in a Social Housing context;

A qualification in community development, social housing or estate management is desirable, but not essential.

Desirable Experience and knowledge

In the context of the duties and responsibilities for the post of Tenant Liaison Officer listed above, the ideal candidate will demonstrate the following knowledge, experience, skills:

- Have a good working knowledge of the background to and policies which govern the provision of social housing in Ireland;
- Have a good understanding of the issues and needs regarding the residents of local authority housing estates and halting sites;
- Have strong interpersonal, communication, organisational and negotiating skills and be capable of representing the Council in a professional and credible manner;
- Be self-motivated with ability to work on own initiative;
- Have an ability to work in direct contact with a diverse range of external agencies and organisations;
- Possess a full clean driving licence and have the use of his/her own car.

Miscellaneous Provisions

Salary

Salary scale: €50,206 - €60,051 per annum (EL 03/24), analogous to the Staff Officer grade. Payment of increments is dependent on satisfactory performance.

Entry point of this scale will be determined in accordance with Circulars issued by the Department of Housing, Planning, Community and Local Government.

Hours of Work

The normal working hours will be 35 hours per week. Duties may require the successful applicant to work outside of normal working hours i.e. attendance at evening/weekend, training duties etc. as part of normal working hours without additional remuneration. All hours worked will be subject to the provision of the Organisation of Working Time Act, 1997 as amended.

You may be required to complete a time-sheet in accordance with the Organisation of Working Time Regulations, 2001.

Start Date

Meath County Council shall require a person to whom an offer of employment is made to take up an appointment within a reasonable period of time, usually two months from date of offer, to meet the organisational requirements of the Council. Meath County Council reserves the right to withdraw its offer in the event that an appointment is not taken up within such a period.

Leave

30 days per annum

Sick Leave

The terms of the Public Service Sick Pay Scheme will prevail.

Probation

The following provisions will apply:

- (a) there shall be a period after such appointments take effect during which such persons shall hold the position on probation,
- (b) such period shall be 9 months but the Chief Executive may at his or her discretion extend such period,
- (c) such persons shall cease to hold the position at end of the period of probation unless during such period, the Chief Executive has certified that the service of such persons is satisfactory.

Travel

It is desirable that holders of the post should hold a full driving licence for class B vehicles and shall be required to 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. Travelling expenses and subsistence expenses necessarily incurred in the course of official duties will be refunded in accordance with appropriate rates in line with the relevant Department Circulars and Local Authority Travel and Subsistence Policy.

Meath County Council, as employer, must be indemnified on your insurance policy. If during your employment, your licence is revoked, even temporarily, or if you receive endorsements on your licence, which may affect your duties, you are obliged to notify the Council immediately.

Residence

The person holding the office must reside in, or at an address convenient to performing the role/function as approved by the Chief Executive.

Citizenship

Candidates 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

Safety and Welfare

The holder of the post shall co-operate with the terms of Meath County Council's Safety Statement and Major Emergency Plan. He/she shall familiarise him/herself with the safety rules and procedures and make proper use of all safety, clothing and equipment.

Training

It is a condition of employment that successful candidates will be required to participate in training programmes relevant to the skills necessary for the performance of the duties attaching to the post.

Garda Vetting

Successful candidates may be subject to Garda Vetting in advance of appointment to the position.

Outside Employment

The officer may not engage in private practice, or be connected with any outside business, which would interfere with the performance of official duties.

Superannuation Contribution

Membership of the Local Government Superannuation Scheme or the Single Public Service Pension Scheme is compulsory for all employees. Details will be provided to the appointee prior to appointment.

A person who becomes a pensionable officer of a local authority who is 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). A person paying Class A rate of PRSI who becomes a pensionable officer of a local authority will be required in respect of the Local Government (Spouses and Children's 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.

A person who becomes a pensionable officer of a local authority who is 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. A person paying Class D rate of PRSI who becomes a pensionable officer of a local authority depending on their existing scheme, may be a member of a dependent scheme i.e. either the Local Government (Widows & Orphans Contributory Pension) Scheme or the Local Government (Spouses and Children's Contributory Pension) Scheme and if a member of either scheme will be required in respect of the to contribute to the local authority at the rate of 1.5% of pensionable remuneration in accordance with the terms of the scheme.

Officers are admitted to the Superannuation Scheme in accordance with the terms of the Local Government Superannuation (Consolidation) Act, 1998 and the Superannuation (Miscellaneous Provisions) Act 2004, with effect from date of appointment. This scheme is contributory and provides pension, retirement and death gratuities.

In order for a new entrant to the scheme to qualify for a pension, he/she must have served a minimum of two years employment in a local authority.

For new entrants under the Single Public Service Pension Scheme, effective from 1st January 2013, superannuation contributions are as follows: 3.5% of net pensionable remuneration and 3% of pensionable remuneration. Pension and retirement lump sum will be based on career-average pensionable remuneration; pensions will be co-ordinated with the State Pension Contributory.

Pension Arrangements and Retirement Age

Candidates will be informed of their superannuation position at time an offer of appointment is being made.

Communications

Meath County Council will contact you when necessary at each stage of the competition by email. It is strongly recommended that you only submit one email address for all correspondence in relation to this competition.

It is important to note that the email address you provide when applying must be one that you can access at all times. The onus is on the applicant to inform the Human Resources Department of any change in email address throughout the recruitment and selection campaign. This can be done by emailing recruit@meathcoco.ie. The onus is also on each applicant to ensure that s/he is in receipt of all communication from Meath County Council. Meath County Council does not accept responsibility for communications not accessed or received by an applicant.

Employee Benefits

Examples of some of the current Employee Benefits include:

- Allocation of 30 Days Annual Leave per annum (pro-rata)
- The Council's Blended Working Policy
- A range of Family Friendly Policies
- Availability of an Optical Benefit Scheme
- A staff Health Screening Programme
- Availability of a Cycle to Work Scheme
- Meath County Council is an Accredited Employer (by Engineers Ireland) for Continuous Professional Development.
- A range of Learning and Developmental Opportunities
- Paid Maternity and Paternity Leave

- Option to become a member of Meath County Council's Social Club
- State of the Art Office Accommodation in the new Civic Headquarters
- Automatically entered into a pension scheme
- Access to the services provided under Meath County Council's Employee Assistance Programme

Application Process

Application forms are available on our website.

Completed application forms must be **submitted via the link on our website to Submit.com, no later than 1pm on Wednesday the 12th of February 2025**

Please note that amendments to the application form will not be accepted after the closing date.

All further correspondence will be through your confirmed email address supplied on your application form.

Selection Process

The Selection Process may include the following:

- Short-listing of candidates on the basis of the information contained in their application;
- Preliminary interview, which may also include a presentation;
- Completion of an online questionnaire;
- Competitive interview, which may also include a presentation;
- Work sample/role play/media exercise, and any other tests or exercises that may be deemed appropriate.

** Please note that Meath County Council reserves the right to hold any part of the selection process by way of remote/video-call platform or other appropriate methodology.*

Before you Proceed

Before proceeding with this phase of the selection process you should satisfy yourself that you meet the minimum qualification criteria for the post as set out above. This will prevent you from incurring unnecessary expense in progressing in the competition.

Submission of Application Form

Applicants are invited to submit application forms in order to apply for the position. Application forms are available on Meath County Council's website. The information submitted on the application form will then be used to shortlist applications. There is no requirement to submit evidence of education / experience at this point.

Applications must be made on the official application form and all sections must be completed in full. While completing the application form, accuracy is essential. All forms must be clearly legible and in electronic format.

Application forms, once submitted, will be checked to ensure that they meet the required minimum criteria for the position. If your application form does not meet the minimum qualifications for the post as set out in this booklet then your application will be deemed invalid and you will not be permitted to proceed any further in the selection process.

Short-Listing

Meath County Council reserves the right to shortlist applications. The shortlisting process may take the form of either a desktop shortlisting process based on the information contained in the application forms or a shortlisting interview.

The information you supply in the application form will play a central part of the shortlisting process. Meath County Council's decision to include you on the shortlist of candidates going forward to the next stage of the process may be determined based on this information.

Where, by reason of the number of persons seeking admission to the competition and the standard of knowledge, training or experience in general of such persons, Meath County Council considers that it would be reasonable not to admit all the persons to the competition, Meath County Council may admit to the competition only persons who appear likely to it to attain in the competition a standard sufficient for selection and recommendation for appointment.

You will be contacted in relation to any interview dates and times. You may also be contacted in relation to the requirement to complete an online questionnaire should this be included in the selection process. The onus is on you to attend for interview on the dates and times allocated. Alternative dates and times cannot be facilitated. When attending for interview you must produce photographic identification when registering your attendance at the Human Resources Department.

Interview Stage

The interview is your opportunity to give evidence of your knowledge, skills and experience and the Local Authority's opportunity to assess your suitability for the role as advertised.

The admission of a person to a competition, or invitation to attend an interview, is not to be taken as implying that Meath County Council is satisfied that such person fulfils the requirements of the

Regulations or is not disqualified by law from holding the position and does not carry a guarantee that your application will receive further consideration. It is important therefore for you to note, the onus is on you to ensure that you meet the eligibility requirements for the competition before attending for interview. If you do not meet these essential entry requirements but nevertheless attend for interview you will be putting yourself to unnecessary expense, as Meath County Council will not be responsible for refunding any expenses incurred.

Meath County Council may at its discretion require candidates to attend a preliminary interview in which case admission to the competitive interview would be conditional on candidates reaching such a standard as Meath County Council considered appropriate in the preliminary interview.

Interviews shall be conducted by Board(s) set up by Meath County Council. The Board(s) will assess the merits of candidates (except insofar as they are assessed otherwise) in respect of matters referred to in the prescribed Qualifications and any other relevant matters. Only candidates who reach such a standard as Meath County Council considers satisfactory in the competitive interview shall be considered for selection and placed on a panel. The onus is on all applicants to make themselves available for interview.

Key Competencies

Candidates will be assessed at interview under the following competencies. The candidates at the interview will be questioned on at least some of the indicators listed below under each competency.

Knowledge, Experience & Skills

- Range and Depth of Relevant Experience.
- Demonstrates required specialist knowledge, understanding and training for the role.
- Up to date with current developments, trends and best practice in their area of responsibility.
- Experience of working as part of a Multi-Disciplinary Team.
- Experience of preparing and presenting reports.
- Understanding of the structures and environment within which the local authority sector operates.

Delivering Results

- Problem solving, judgement and decision making. Organising, planning, co-ordinating and prioritising work programmes.
- Following procedures, ensuring compliance and maintaining appropriate records.
- Managing resources, evaluating work practices and achieving efficiencies.
- Delivering quality outcomes.

Performance through people

- Motivation and positivity as part of a team.
- Building and maintaining positive, productive and beneficial working relationships.
- Managing performance.
- Communicating effectively.

Personal Effectiveness

- Takes initiative and is proactive when he or she sees the opportunity to make a contribution.
- Manages time and workload effectively.
- Maintains a positive, constructive and enthusiastic attitude to their role.
- Demonstrates flexibility and openness to change
- Responds positively to the challenges of the role.

Candidates must achieve a minimum 50% of the total marks available in each of the competencies outlined above at interview in order to meet the qualifying standard.

Pre-Employment Checks

Before contracts of employment are entered into, various checks are undertaken. These include medicals, references and may include Garda Vetting. The Council will invite those successful candidates who accept an offer to fill a vacancy to attend a medical assessment. References for successful candidates will also be checked and Garda Vetting, if necessary, will be completed at this point.

Fine Print

General Information

1. Meath County Council reserves the right to vary the number and sequence of each stage of the selection process as the competition progresses
2. Meath County Council will not be responsible for refunding any expenses incurred by candidates.

3. The admission of a person to the competition, or invitation to partake or attend any element of the selection process, or a successful result letter, is not to be taken as implying that Meath County Council is satisfied that such a person fulfils the requirements.
4. Placement on any panel from this competition is no guarantee that a position will be offered.
5. **The Importance of Confidentiality:** Candidates can expect that all enquiries, applications and all aspects of the proceedings to the extent that they are managed by Meath County Council are treated as strictly confidential subject to the provisions of the Freedom of Information Act 2004.
6. **Deeming of candidature to be withdrawn:** Candidates who do not complete and submit any assessments before the specified date; or do not attend/ undertake any stage of the selection process as requested or do not furnish such evidence as requested in regard to any matter relevant to their candidature, will have no further claim to consideration.
7. **Data Protection:** The General Data Protection Regulation (GDPR) came into force on the 25th May 2018, replacing the existing data protection framework under the EU Data Protection Directive. The personal information (data) collected on the application form, including any attachments, (which may include the collection of sensitive personal data) is collected for the purpose of processing this application and any data collected is subject to Meath County Council's privacy statement which can be found at <http://www.meath.ie/Data Protection/>
8. **Candidates should note that canvassing will disqualify.**

Terms and Conditions

Your attention is drawn to this important information. By submitting an application or attempting any assessment you are agreeing to be bound by the terms set out below:

1. Canvassing - Candidates should note that canvassing to enhance their candidature or encouraging others to do so will disqualify them and will result in their exclusion from the recruitment campaign.
2. Candidates in the recruitment process must not:
 - Knowingly or recklessly provide false information
 - Canvass any person, with or without inducements
 - Interfere with or compromise the process in any way.
3. A third party must not impersonate a candidate at any stage of the process. If a person found guilty of such an offence was or is a candidate in a recruitment process, then:
 - Where s/he has not been appointed to a post, s/he will be disqualified as a candidate
 - Where s/he has been appointed subsequent to the recruitment process in question, s/he shall forfeit that appointment.
4. The admission of a person to the competition, or invitation to undertake any element of the selection process is not to be taken as implying that Meath County Council is satisfied that such a person fulfils the essential requirements.

Frequently Asked Questions

1. Who can I contact if I have a query in relation the Recruitment Campaign?

If you are unclear in relation to any aspect of the recruitment and selection process, please read the briefing document and frequently asked questions carefully before contacting Meath County Council's Human Resources Department. If you still need to contact the Human Resources Department please send your query via email in the first instance to recruit@meathcoco.ie.

2. What happens if I cannot attend a particular stage of the competition?

The onus is on you to attend for all stages of the recruitment competition at the locations, dates and times notified. Meath County Council cannot change dates and times of any particular stage of the process.

3. I have submitted my application form. What happens next?

Meath County Council will carry out an eligibility check on all application forms to ensure that they meet the minimum qualifications for the post. You do not need to contact the HR Department. If you do not meet the minimum eligibility requirements for the post based on the information submitted on your application form, you will not be invited to interview.

Depending on the number of candidates remaining at this stage of the competition it may be necessary to hold a short listing process. The shortlisting process may take the form of either a desktop shortlisting process based on the information contained in the application forms or a shortlisting interview/assessment. You will be contacted by email in relation to any interview dates and times. The onus is on you to attend for interview on the dates and times allocated. Alternative dates and times cannot be facilitated. When attending for interview you must produce photographic identification when registering your attendance at the Human Resources Department.

4. What happens on completion of the shortlisting process?

Meath County Council will contact all applicants advising them of the results of the shortlisting process. If you have been successful at this stage you will be invited for a final interview.

5. What happens after undertaking the final interview?

If you qualify at final interview stage you will be placed on a panel and ranked in order of merit. Vacancies may be filled from this panel as they arise and in order of merit. Please note that being placed on a panel is not a guarantee that you will be appointed to the position.

6. How will Meath County Council communicate with me throughout the Recruitment and Selection Campaign?

Meath County Council will contact you when necessary at each stage of the competition by email.

It is strongly recommended that you do not change your email address in the course of this recruitment campaign, as any email will be sent to the email address originally supplied with your application form. It is important to note that the email address you provide when submitting your application form must be one that you can access at all times.

The onus is on the applicant to inform the Human Resources Department of any change in postal address, email address or mobile telephone number throughout the recruitment and selection campaign. This can be done by emailing recruit@meathcoco.ie

The onus is on each applicant to ensure that s/he is in receipt of all communication from Meath County Council. Meath County Council accepts no responsibility for communication not accessed or received by an applicant. General updates may also be published via social media in relation to progression of the recruitment and selection campaign at:



[Meath County Council Website](#)



[Meath County Council Facebook](#)



[Meath County Council Twitter](#)



recruit@meathcoco.ie