



Comhairle Contae Chill Dara  
Kildare County Council

## Candidate Information Booklet

PLEASE READ CAREFULLY

# Tenancy Sustainability Officer

Closing date for receipt of completed application forms is 4.00 p.m.  
on the 13<sup>th</sup> February 2025

*Kildare County Council is committed to a  
policy of equal opportunity.*





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## **Introduction**

Kildare County Council is one of 31 Local Authorities in the Republic of Ireland. The Council has responsibility for the delivery of a wide range of services which are necessary to the physical, economic, social, and cultural life of County Kildare, with a focus on making Kildare an attractive place to live, work and invest. Kildare County Council have 40 elected members representing 5 Municipal Districts, Athy, Kildare/Newbridge, Naas, Clane/Maynooth and Celbridge/Leixlip.

The following comprise the areas of service delivery in Kildare County Council:

- Economic & Community Development
- Local Enterprise
- Planning
- Cultural & Recreational Services
- Infrastructure
- Water Services
- Housing and Regeneration
- Fire & Emergency Services
- Environment
- Finance
- Information Services
- Corporate Services
- Human Resources
- Integration

This is an opportunity to gain employment in the role of Tenancy Sustainability Officer with Kildare County Council.

## **The Position & Role**

The Tenancy Sustainability Officer is a key role within the Housing Department. It provides vital support to clients by working to assist people to maintain their tenancies and, as a prevention service, supports people at risk of losing their home and would aim to prevent clients having to access homeless services. It is a proactive role, where problems are addressed early with a view to maintaining tenancies.

## **The Competition**

The purpose of this recruitment campaign is to form a panel for Kildare County Council from which permanent or temporary posts may be filled at Tenancy Sustainability Officer as vacancies arise.

## **The Candidate**

The candidates shall demonstrate through their application form and at the interview that they have:

- Be self-motivated with ability to work on own initiative;
- Have strong interpersonal and communications skills;
- Be capable of representing the Council in a professional and credible manner with all stakeholders;
- Have an ability to work under pressure to tight deadlines in the delivery of key operational objectives;
- Knowledge and understanding of the structure and functions of local government, of current local government issues, priorities and concerns and of the key influencers of local government;
- Understanding of the role of a Tenancy Sustainability Officer;
- Relevant administrative and work experience at a sufficiently high level;
- A career record that demonstrates an ability to manage staff to ensure delivery of complex work programmes;
- Ensuring strong governance and ethical standards are set and maintained;
- The ability to motivate, empower and encourage staff under his/her control to achieve maximum performance by supporting the current Performance Management and Development System (PMDS) where applicable;
- Understanding of the changing operating environment in the Council and be capable of leading change in order to deliver quality services to our citizens;
- An understanding of the representational role of the elected members and the need to work with them to deliver quality services and implement policy decisions;
- Proven management analysis, report writing and presentation skills;
- Excellent communication skills;
- Excellent report and record management skills;
- A strong, positive work ethic;
- Solutions- focused working approach;
- Experience of dealing with conflict and challenging situations.
- Experience in carrying out assessments, including risk assessments
- Experience in developing support plans and carrying out review
- Ability to work on own initiative, to work alone and in a team setting
- Effective financial and resource management skills;
- Knowledge and experience of operating ICT systems.
- Possess a current unendorsed full driving licence as the person will be required to have their own vehicle and to drive in the course of their duties.
- Have an ability to work under pressure to tight deadlines in the delivery of key operational objectives;
- Have an awareness of relevant legislation and regulations in the area of Health and Safety and in data governance, their implications for the organisation, the employee and their application in the workplace.

### **Duties and Responsibilities**

The successful candidate will join the Homeless Team in Kildare County Council, which is dedicated to working with people who are homeless and at risk of homelessness in County Kildare.

The duties of a Tenancy Sustainability Officer will include but are not limited to the following:

- Interview and assess clients seeking a homeless service by appointment or unscheduled presentations at public counter;
- Provide assessment and advice to people who are homeless;
- Undertake a Risk Assessment for all new cases;
- Provide information and assistance to the client in preparing and submitting an application for social housing.
- Work with clients placed in emergency facilities with a view to securing long-term accommodation and, where possible, avoid continued placement in emergency facilities;
- Enable and assist clients to source suitable private rented accommodation and develop a support plan in conjunction with the client which will enable them to sustain their tenancies for the long term in an appropriate home;
- Assist clients in settling into accommodation, arrange home visits, and provide ongoing post-settlement support, and ensure that clients are fully briefed on services available to them from external agencies and provide support and advice on finances, benefit entitlements, health and education.
- Assist clients to access community supports and social activity;
- Ensure all clients are supported to develop skills such as budgeting, housekeeping, home maintenance, bill paying, being a good tenant, being a good neighbor and self-care;
- Consult and liaise with relevant parties to assess the client's needs and the level of support needed;
- Maintain and review needs assessments, action plans and support plans with the client and other agencies as needed or agreed or as requested by the line manager;
- Promote positive, person centered responses for persons who are homeless and at risk of homelessness, in partnership with existing service providers.
- Communicate clearly, report any concerns and deliver hand-over reports as appropriate to colleagues and line management;
- Keep factual, up to date records on all clients engaged with by recording on internal databases and on the PASS system;
- Record and report on monthly KPIs and annual reports as requested;
- Respond to queries on the Customer Relationship Management System (CRM) and to elected representatives as required;
- Develop positive and good working relationships and liaise closely with other agencies for the benefit of the client;
- Undertake additional tasks as reasonably assigned;
- Attend appropriate meetings as requested;
- To participate in relevant training and development courses as agreed with KCC.

## **Qualifications**

### **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, Training and Experience etc.:**

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

- a) Possess a Social Care Practitioner third level qualification

**OR**

- b) Have a FETAC level 8 Qualification, **AND**
- c) Have experience of working with homelessness services or relevant equivalent;
- d) A comprehensive understanding of housing, social and welfare rights and entitlements.

**Driving Licence**

Applicants should at the latest date for receipt of applications hold a full unendorsed driving license for **Class B** vehicles, be a competent driver and, shall drive a car in the course of their duties and for this purpose provide and maintain a car to the satisfaction of the local authority. The council must be indemnified on their insurance.

Please supply copies of any certificates, diplomas or degrees you may have with the application form.

**Competencies for the post of Tenancy Sustainability Officer**

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 to these when completing the application form as any short-listing or interview processes will be based on the information provided by the candidates:

<b>Management and Change</b>	<ul style="list-style-type: none"><li>• Effectively and efficiently manages resources in compliance with all governance protocols.</li><li>• Demonstrates creativity and innovation to secure successful outcomes</li><li>• Effectively manages the introduction of change;</li><li>• Fosters a culture of innovation and creativity in employees and overcomes resistance to change.</li><li>• Has a clear understanding of the political reality and context of the local authority.</li></ul>
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<b>Performance through People</b>	<ul style="list-style-type: none"> <li>• Leads and motivates staff and provides clear direction to others inspiring high standards of performance.</li> <li>• Identifies, manages and deals with escalated issues of unacceptable or poor performance and conflict to reach beneficial solutions and positive outcomes in line with HR and procedure policies.</li> <li>• Leads by example in terms of commitment, flexibility and a strong customer service ethos.</li> </ul>
<b>Delivering Results</b>	<ul style="list-style-type: none"> <li>• Demonstrates flexibility and an openness to change.</li> <li>• Challenges the status quo to see how systems, processes and practices may be improved.</li> <li>• Can work with multiple stakeholders to implement change</li> <li>• Implement change in an orderly and determined manner.</li> <li>• Recognises that people react differently to change and manages this accordingly</li> <li>• Understand the need for change and get this across persuasively to others.</li> <li>• Make a positive case for change and elicit commitment from others.</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>• Demonstrates the required specialist knowledge, understanding and training for the role.</li> <li>• Demonstrates appropriate and positive self-confidence.</li> <li>• Remains calm under pressure and values the wellbeing of self and others by managing stress levels and work-life balance.</li> <li>• Is enthusiastic about the role and sets challenging goals to achieve high quality outcomes.</li> <li>• Manages time and workload effectively and can operate in an environment with significant complexity and pace.</li> <li>• Maintains a positive, constructive and enthusiastic attitude to their role.</li> </ul>
<b>Knowledge, Experience and Skills</b>	<p>Knowledge and understanding of the structure and functions of local government including service requirements.</p> <p>Knowledge of current local government issues.</p> <p>Understanding of the role of a Tenancy Sustainability Officer.</p> <p>Understanding key challenges facing the local government sector and Kildare County Council.</p> <p>Knowledge and experience of operating ICT systems.</p>

## **Particulars of Employment**

### **The Post**

The post is wholetime (i.e., 35 hours per week) and appointment will be permanent or Temporary.

### **Location**

Kildare County Council reserves the right to assign you to any premises in use by the Council, now or in the future.

The person appointed will be required to report to their place of work by their own means of transport and at their own expense.

### **Commencement**

Kildare County Council 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 such other longer period as the Council in its absolute discretion may determine, Kildare County Council shall not appoint them.

### **Working Hours**

The current working hours are 35 hours per week, the hours of work are 9.00 a.m. to 5.00 p.m. Mondays to Fridays (rotas operate for lunchtime opening). Kildare County Council also has a flexi time system in operation, details of which are available from the Human Resources Section.

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

You may be required to work overtime on various occasions.

All hours worked are subject to and recorded in accordance with the provisions of the Organisation of Working Time Act, 1997, and the Organisation of Working Time Regulations, 2001. Kildare County Council requires employees to record their hours using a Clocking system.

### **Reporting Arrangements**

The Tenancy Sustainability Officer reports directly to the appropriate supervisor in the Section or to any other employee of Kildare County Council as the Director of Services or other appropriate employee may designate for this purpose.

A system of regular appraisal will be operated during employment, which will involve discussions between the employee and the line manager regarding performance and conduct.

### **Probationary Period of Employment**

Where a person is permanently appointed to Kildare 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 twelve months, but the Chief Executive may, at their 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) the period at (a) above may be terminated on giving one weeks' notice as per the Minimum Notice and Terms of Employment Acts;
- e) there will be assessments during the probationary period.

### **Remuneration**

€50,206 per annum to €56,209 per annum (maximum)

€58,209 per annum (LSI 1) (after 3 years satisfactory service at maximum)

€60,051 per annum (LSI 2) (after 6 years satisfactory service at maximum)

On appointment successful candidates will be placed on the first point of the salary scale. Appointment to a higher point of the salary scale may apply to candidates employed elsewhere in the public service, subject to verification of service history.

Remuneration is paid fortnightly by PayPath directly to the employees nominated bank account. The current wage pay cycle may be revised during the period of employment. Remuneration is subject to all statutory deductions, e.g., P.A.Y.E. and P.R.S.I. Increments are paid annually subject to satisfactory attendance, conduct and performance and national agreements. Increments may be withheld if performance, attendance and/or conduct are not satisfactory.

### **Superannuation & Retirement**

A person who becomes a pensionable employee of the County Council will be required in respect of their Superannuation to contribute to the Local Authority at the appropriate rate.

The terms of the Local Government Superannuation (Consolidation) Scheme 1998 as amended or the Public Services Superannuation (Miscellaneous Provisions) Act 2004 or the Public Service Pensions (Single Scheme & Other Provisions) Act 2012 will apply as appropriate on appointment.

Retirement age for employees is dependent on their relevant contract of employment, with due consideration being given to the rules of the Superannuation Scheme to which they belong.

- For appointees who are deemed not to be “new entrants” as defined in the Public Service Superannuation (Miscellaneous Provisions) Act, retirement is compulsory on reaching 65 years of age.
- The minimum retirement age for “new entrants” to the public service as defined in the Public Service Superannuation (Miscellaneous Provisions) Act 2004 is 65. There is no mandatory retirement age.

- Effective from 1st January 2013, The Single Public Service Scheme applies to all first-time new entrants to the public service, as well as to former public servants returning to the public service after a break of more than 26 weeks:
  - Retirement age is set, initially, at 66 years; this will rise in step with statutory changes in the State Pension Contributory (SPC) age to 67 years in 2021 and 68 years in 2028.
  - Compulsory retirement age will be 70.

### **Annual Leave**

Granting of annual leave, payment for annual leave and arrangements for public holidays will be governed by the provisions of the Organisation of Working Time Act 1997 and the nationally agreed annual leave scheme for the sector. The annual leave year runs from 1<sup>st</sup> January to 31<sup>st</sup> December. The current leave entitlement for this post is **30** days.

The Chief Executive of Kildare County Council retains autonomy regarding office closures, (e.g., Christmas Office Closure), any days arising from such closure will be reserved from the employee's annual leave entitlement. Proposed office closure days will be reviewed and advised to all employees each year.

### **Residence**

The person holding the office must reside in, or at an address convenient to the Local Authority, as approved by the Chief Executive.

### **Outside Employment**

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

### **Code Of Conduct/Organisation Policies**

Employees are required to adhere to all current and future Kildare County Council codes of practice including Code of Conduct of Employees and all current and future organisational policies including, but not limited to Health and Safety, Communications, Data Protection, Equality, Staff Mobility, Attendance Management and Use of Electronic Equipment.

### **Training**

Employees are required to attend and participate fully in training programmes as may be decided by the Council from time to time and to apply their learning in the course of their daily working activities.

### **Health and Safety Regulations**

Kildare County Council as an Employer is obliged to ensure, so far as it is reasonably practicable the Safety, Health and Welfare at Work of all its employees. Under the Safety, Health and Welfare at Work Act 2005, the County Council has a legal duty to

exercise all due care and take all protective and preventative measures to protect the Safety, Health and Welfare of its employees.

All employees also have a legal obligation under Safety and Health legislation to co-operate with management and not engage in any improper conduct or behaviour or do anything which would place themselves or others at risk.

### **Canvassing**

Any attempt by a candidate, or by any person(s) acting at the candidate's instigation, directly or indirectly, by means of written communication or otherwise influence in the candidate's favour, any member of the staff of the County Council or person nominated by the County Council to interview or examine applicants, will automatically disqualify the candidate for the position being sought.

### **Important Notice**

**The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with the successful candidate.**

### **Communications**

Kildare 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 with the application form, and that you do not change your email address during this recruitment campaign, as any email will be sent to the email address originally supplied on your application form. 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 [jobs@kildarecoco.ie](mailto:jobs@kildarecoco.ie). The onus is also on each applicant to ensure that s/he is in receipt of all communication from the Council. Kildare County Council does not accept responsibility for communications not accessed or received by an applicant.

The personal information 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 Kildare County Council's privacy statement which can be found at [Click Here](#)

### **Before You Proceed**

Before proceeding you should satisfy yourself that you meet the requirements for the post as set out in Pages 4 and 5 of this booklet. This will prevent you from incurring unnecessary expense in progressing in the competition.

### **Shortlisting**

Kildare County Council reserves the right to shortlist applications. Shortlisting may take the form of either a desktop-shortlisting process (based on the information

provided by the candidate in their completed application form) or a shortlisting interview.

The information you supply in the application form will play a central part of the shortlisting process. Kildare 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.

The shortlisting board will examine the application forms against pre-determined criteria based on the requirements for the position. It is therefore in your own interest to provide a detailed and accurate account of your relevant qualifications/experience on your application form. Based on examination of the application form, the shortlisting board will select those who appear to be most suitable for the position.

You will be contacted 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.

## **Interview Stage**

### **Interview Process**

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

Candidates will be assessed at the interview under five main competencies.

- 1. Management and Change**
- 2. Performance through People**
- 3. Delivering Results**
- 4. Personal Effectiveness**
- 5. Knowledge, Experience and Skills**

A list of these competencies and key indicators are included on pages 5 and 6

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

Kildare County Council may at their 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 Kildare County Council considered appropriate in the preliminary interview.

Interviews shall be conducted by Board(s) set up by Kildare 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 Kildare County Council consider satisfactory in the competitive interview shall be considered for selection and placed on a panel.

### **Feedback**

Candidates shall be notified of the outcome of each stage of the selection process as soon as possible.

If, following the interview, a candidate is placed on a panel they shall be informed of their marks and position on the panel.

### **Deeming of candidature to be withdrawn**

Candidates who do not attend for interview when and where required by Kildare County Council, or who do not, when requested, furnish such evidence as required by Kildare County Council within the specified timeframe, regarding any matter relevant to their candidature, will be deemed to have withdrawn their application from the competition.

### **Pre-Employment Checks**

Before contracts of employment are agreed, various checks are undertaken. These include medicals, references, verification of qualifications and may include Garda vetting.

### **Confidentiality**

Kildare County Council, in its recruitment and selection procedures, has appropriate measures in place to protect the confidentiality of all applicants. All enquiries, applications and other aspects that form part of the recruitment formalities are treated as confidential and are not disclosed to anyone, outside of those directly involved in the recruitment process - subject to the provisions of the Freedom of Information Acts.

Records created, maintained, and stored by Kildare County Council as part of the recruitment and selection process are subject to a range of legislation, including Freedom of Information and Data Protection. Kildare County Council shall comply with the National Records Retention Policy and any other relevant records retention policies.

### **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.