COMHAIRLE CONTAE CHEATHARLACH
CARLOW COUNTY COUNCIL

CANDIDATE INFORMATION BOOKLET
Post of Tenant Liaison Officer

CLOSING DATE: **12 noon on Friday, 18th December 2026**

FOUR APPLICATION FORMS (one original completed signed copy and three full copies of the original) should be returned to:

Administrative Officer,
Human Resources Section,
Carlow County Council,
County Buildings,
Athy Road,
Carlow.
R93 E7R7

Candidates who send their applications by post should allow sufficient time to ensure delivery not later than the latest time for acceptance.

Please note the following instructions:

- A Curriculum Vitae or applications by email or fax will **NOT** be accepted.
- All applications forms **MUST be typed** and before signing the form, please ensure that you have replied fully to all sections/questions.
- Please supply copies of any certificates, diplomas or degrees, you may have with the application form.
- Carlow County Council is **not** responsible for any expenses which may be incurred by the candidate in attendance for aptitude test or interview.
- Applications received after the closing date and time specified will **not** be accepted.
- Applications received that do not comply with the requirements set out in the booklet, i.e. typed application form, one original fully completed signed copy and 3 copies of the application form, will **not** be accepted.
- Carlow County Council may decide, by reason of the number of persons seeking admission to the competition, to carry out a shortlisting procedure. Shortlisting will be based on qualifications, relevant experience and information submitted on the application form. The number of persons to be invited for interview shall be determined by Carlow County Council.

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, EXPERIENCE ETC.
Each candidate must, on the latest date for receipt of completed application forms for the office:

(i) Hold an honours degree (Level 8 in the National Framework of Qualification) in a relevant diiscipline, e.g. Human Rights/Equality, Social Work, Social Care, Community Development, Social Policy, Sociology, Public Administration or equivalent.
(ii) Have at least 3 years satisfactory relevant experience working with vulnerable and/or marginalised families and/or experience working in Community or Social Housing related area.
(iii) Have experience of working in a local authority setting or other statutory agency, e.g. Health Service Executive, Education and Training Board, TUSLA (Child & Family Agency).
(iv) Have awareness of key legislation including but not limited to child protection, housing and local government.
(v) Have proven organisational and administrative experience
(vi) Have good motivating and communicative skills
(vii) Have satisfactory knowledge of all or any relevant legislation and its application in a Social Housing/Community context and in particular relating to antisocial behaviour
(viii) Be Computer Literate

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.

Work Permit:
All non-EU/EEA citizens must hold a valid work permit prior to and for the duration of their contract. The work permit must allow you to work full time for Carlow County Council. It is the responsibility of individual employees to ensure that you have a valid work permit. If at any stage during your contract you cease to hold a valid work permit you must immediately advise Carlow County Council and your employment will cease with immediate effect.

Driving Licence:
The holder of the post MUST hold a full driving licence for Class B vehicles free from endorsement/disqualification. 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.

PARTICULARS OF POST

The post is wholetime, permanent and pensionable. The Tenant Liaison Officer will be based in the Housing Department, Tullow Civic Offices or at a location agreed by the Management. The person appointed will be placed on probation for a period of 12 months during which time performance will be strictly monitored. If performance and attendance is not satisfactory the employment will be terminated. Notice of termination, except in case of summary dismissal, will be in accordance with the provisions of Minimum Notice and Terms of Employment Act, 1973.

Remuneration:
The salary scale for the position of Tenant Liaison Officer (Analogous to the post of Staff Officer) is **€52,761 - €54,337 - €55,946 - €57,589 - €59,244 – LSI 1 €61,173 LSI 2 €63,109 annum,** in line with circular EL 04/2026.

Entry point to this scale will be determined in accordance with Circulars issued by the Department of the Housing, Planning, Community and Local Government. In accordance with Departmental Circular letter EL 03/2021, a person who is not a serving local authority employee on or after 1st January 2011, will enter the scale for the position at the minimum point.

Work Base:
The successful candidate will be based in the Housing Department, Tullow Civic Offices, Tullow, Co. Carlow or at a location agreed by the Management. Carlow County Council reserves the right to assign you to any premises in use by the Council, now or in the future.

Probation:
Where persons who are not already permanent employees of a local authority are appointed, the following provisions shall apply;

(a) there shall be a period after such appointment takes effect during which such persons shall hold such position on probation,
(b) such period shall be one year, but the Chief Executive may at his or her discretion extend such period,
(c) such persons shall cease to hold such position at the end of the period of probation unless during such period the Chief Executive has certified that the service of such persons is satisfactory,
(d) the period at (a) above may be terminated on giving one week's notice as per the Minimum Notice and Terms of Employment Acts,
(e) there will be assessments during the probationary period.

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

Residence:
The holder of the office shall reside in the district in which his/her duties are to be performed or within a reasonable distance, thereof.

Annual Leave:
The current annual leave entitlement is **30 days** per annum (pro rata if commencing after 1st January). 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, 1977 (as amended).

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

References:
Applicants are required to advise the names of two responsible persons to whom they are well known but not related (at least one of the referees should be an existing or former employer).

In advance of any offer of employment, Carlow County Council reserves the right to seek both written and verbal references from current and previous employers, educational institutions or any organisations with which the candidate has been associated. The Council reserves the right to determine the merit, appropriateness and relevance of such references and referees.

Vetting:
Garda vetting is required for certain roles within Carlow County Council. Failure to complete a Garda vetting form on request may prevent your employment with Carlow County Council. In the event of an unsatisfactory Garda declaration being received Carlow County Council reserves the right not to commence employment. In the event of an existing employee changing role as a result of promotion or otherwise to a role that requires Garda Vetting and an unsatisfactory disclosure being returned, Carlow County Council reserves the right to withhold promotion, and also to investigate if further sanction/disciplinary action is warranted on foot of disclosure on a case by case basis

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.

Health & Safety:
The holder of the post shall co-operate with the terms of Carlow County Council's Safety Statement and Major Emergency Plan. It is a condition of employment that the successful candidate will be required to participate in training programmes relevant to the skills necessary for the performance of the duties attaching to the post. He/She shall familiarise him/herself with the safety rules and procedures and make proper use of all safety, clothing and equipment. Failure to comply with the terms of the Safety Statement may result in a disciplinary action.

Travel:
When required to do so, holders of office 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. If you are required to travel as part of your official duties, Carlow County Council as your employer must be indemnified on your insurance policy. 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 Carlow County Council's Travel and Subsistence 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.

Use of Modern Technology:
The successful candidate will be required to use all equipment provided, including computers, handheld terminals, mobile telephone, electronic equipment, video or other monitoring equipment and any other new technology which may be introduced in the future

Superannuation and Retirement:
If you are pensionable under the Local Government (Superannuation) (Consolidation) Scheme 1998 and are liable to pay Class A PRSI contributions, you would be required in respect of superannuation to make contributions at the rate of 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) plus 1.5% of full pensionable remuneration. You are required in respect of spouses' and children's pension benefit to contribute at the rate of 1.5% of full pensionable remuneration in accordance with the terms of schemes made under the Local Government (Superannuation) (Consolidation) Scheme 1998. Maximum retirement age is 70.

If the Public Service Superannuation (Miscellaneous Provisions) Act 2004 applies to your employment, 65 is the minimum age at which your pension may be paid. As a new entrant to the public service, under the terms of this legislation you will not be required to retire on grounds of age. 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 their superannuation to contribute to the local authority at the rate of 5% of their pensionable remuneration. You may also be required to pay Spouses and Children/ Widows and Orphans contributions at the rate of 1.5% of gross pay. Maximum retirement age is 70.

Persons who become pensionable staff of a local authority for the first time on or after 01 January 2013 are assigned to the Single Public Service Pension Scheme with effect from the date of appointment. The scheme is contributory and provides pension, retirement gratuity, death gratuity and survivors benefits. If you are pensionable under the Public Service Pensions (Single Scheme and other provisions) Act 2012, you are liable to pay the Class A rate of PRSI contribution. You are required to pay contributions as follows: 3% of gross remuneration and 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). The minimum age at which you may retire is allied with the State Contributory Pension age (currently 66, rising to 67 in 2021 and 68 in 2028). The maximum retirement age is 70. To qualify for a pension the successful candidate must have served a minimum of two years employment in a local authority. You are reminded that under this agreement the Council may refer you to a medical advisor at any time to determine fitness for carrying out the duties to which you have been assigned. Further information is available from the Human Resources Department.

Pension Accrual:
A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one existing public service pension scheme would apply. This 40-year limit, which is provided for in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 came into effect on 28 July 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

Pension Abatement
If the appointee has previously been employed in the Civil or Public Service and is in receipt of a pension from the Civil or Public Service or where a Civil/Public Service pension comes into payment during his/her reemployment that pension **will be subject to abatement** in accordance with Section 52 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012.

Incentivised Scheme for Early Retirement (ISER)
It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

Department of Health and Children Circular (7/2010)
The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider Public Service or in a body wholly or mainly funded from public moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years. People who availed of the VER are not eligible to compete in this competition. People who availed of VRS scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility.

Collective Agreement - Redundancy Payments to Public Servants
The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel Officers introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that

persons availing of the agreement will not be eligible for re-employment in the public service by any public service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

Data Protection:

Basis for Processing your Personal Information
The basis for processing your personal data is to progress your application for the position you have applied for with Carlow County Council under the Terms of the Employment (Information) Act 1994 and Human Resources policies and procedures. Personal data sought for the purpose of recruitment will include your name, your contact details including email address and mobile phone number, particulars of education, details regarding your record of employment and confirmation if you require an employment permit / visa / or work authorisation.

Sharing of Information
Outside of the relevant recruitment team, the information provided in your application form will only be shared for progressing the competition for which you have applied, with a designated shortlisting and / or interview board. If, following the competition, you are placed on a panel and offered a position, the information provided in your application form will form part of your Personnel File.

Storage period
Your application will be retained for one year from the date a panel for this position is formed. In exceptional circumstances panels can be extended for an additional year and your personal data will be kept until the extension has expired. Applications that are unsuccessful at interview stage will be retained for one year. Applications that are not progressed to interview stage will be destroyed post competition.

If you do not furnish the personal data requested Carlow County Council will not be able to progress your application form for the competition.

When your application is received, Carlow County Council creates a record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature. Such information held, is subject to the rights and obligations set out in the Data Protection Acts, 1988 & 2003 and will be destroyed following the expiry of any panel put in place in respect of this competition.

DUTIES – TENANT LIASION OFFICER

The Tenant Liaison Officer will be assigned to the Housing Department. The Person appointed will be required to work 35 hours weekly which will include working at evenings and weekends. In this regard a system of time in lieu [hour for hour] will apply.

The following duties while not an exhaustive list are indicative of those that may be assigned from time to time:

1. (a) To support families to sustain their tenancies and engage with the relevant agencies that have a role in providing support and relevant services

2. (a) To investigate complaints of anti-social behaviour or other breaches of tenancy of Council dwellings, including leased properties

   (b) Interviewing tenants, and others, in relation to complaints of breaches of tenancy including anti-social behaviour.

   (c) To liaise with the relevant authorities (Gardai/HSE, Dept of Family Affairs and Social Protection/TUSLA) and committees (Residents) in relation to anti-social behaviour.

   (d) Preparing and serving warning letters, notices, etc when required and initiate legal proceedings against tenants/occupants engaged in anti-social behaviour.

   (e) To attend Court to give evidence when required and represent the Council in relation to anti-social behaviour and related housing issues.

   (f) Attending at evictions

3. Undertaking investigations in relation to housing applicants and transfer needs of tenants as requested by Housing Allocations Staff and submit a report on each case.

4. (a) Inspection of houses owned by Carlow County Council with particular attention being paid to ensure that tenants are in compliance with their Letting Agreement Conditions as requested by the Housing Department

   (b) Ensure that Local Authority Housing Tenants are aware of their responsibilities under the Letting Agreement.

   (c) Structural damage, if observed, which is likely to cause damage to the fabric of a house, shall be reported directly to the Engineering Staff.

   (d) Instruct tenants to cease or remedy any misuse of County Council Housing Stock.

   (e) Investigating illegal occupancy of Local Authority houses in conjunction with appropriate Housing Personnel.

5. Actively set up, manage, and implement pre-tenancy/early tenancy training, guidance, and continuous proactive tenancy management

6. Liaise with the Finance Section to monitor rent arrears, investigate incidents as agreed, carry out follow up and instigate legal proceedings as required.

7. Liaise with Community Section, Environment Section, External Agencies, and any other departments which the Housing Officer may deem necessary from time to time.

8. Support Traveller Families in tenancy and housing related matters including working closely with Traveller Support Organisations, the LTACC, Carlow Traveller Interagency Group, formulation of the Traveller Accommodation Programme, participation in the Annual Count and assistance with National Scheme e.g. Caravan Loan Scheme.

9. Keeping necessary records and compiling relevant statistics and providing such written reports as are required by management.

10. Closely working with the Homeless, Tenancy Sustainment, START, Housing First and Homecare Teams and their support workers to ensure continuity of support. Attendance at Monthly Review Meetings (MRMs), Referral Admission, Discharges meetings (RAD) and Homeless Action Teams (HAT), multi-disciplinary team meetings, interagency meetings and case conferences will be required as deemed necessary.

11. Support tenants establishing Resident Associations and sustainable communities.

12. Reporting to the appropriate Supervisor/Line Manager and carrying out any other duties including office-based duties, as may be assigned by management from time to time.

KEY COMPETENCIES

Competitive Interview
Candidates shortlisted for interview will be assessed at the interview under the following competencies using some/all of the indicators within each competency.

Key competencies for the Tenant Liaison Officer role, are as follows:

Performance Management

- Demonstrates by examples experience of objective setting, monitoring, and successful work-based achievements.
- Demonstrates experience of effective team building both within the workplace and externally with stakeholders
- Demonstrates experience of effective conflict management and resolution.

Leadership/Motivation/Decision Making

- Demonstrates understanding of social situations and dynamics and ability to operate effectively
- Empowers, influences and encourages others to gain support for ideas, proposals and solutions
- Builds constructive working relationships characterised by a high level of acceptance, co-operation and mutual respect
- Acts decisively and make timely, informed and effective decisions
- Presents ideas effectively to individuals and groups

Interpersonal & Communication Skills

- Demonstrates experience of report writing and correspondence.
- Demonstrates experience of work-based dealings with a variety of groups/agencies.
- Demonstrates experience of effecting work-based improvements in the face of opposition.
- Demonstrates experience of making presentations.
- Demonstrates experience of negotiating successful outcomes.
- Demonstrates experience of chairing or contributing to group problem solving.
- Demonstrates experience of dealing with resolving conflict that requires excellent interpersonal, negotiating and communication skills.

Local Government Knowledge and Understanding

- Demonstrates a knowledge of the structure and functions of Local Government
- Demonstrates an understanding of the role of Tenant Liaison Officer in this context.
- Has a clear understanding of the political reality and context of the local authority and its responsibilities.

RECRUITMENT PROCESS

Selection Process
Candidates will initially be assessed to ensure that they meet the minimum specified eligibility criteria for the position.

Shortlisting
Candidates may be shortlisted on the basis of relevant qualifications and experience as set out on their application form. The candidates shortlisted will be invited to attend for interview.

Competitive Interview
Selection of candidates for appointment shall be by means of a competitive interview. The Council is committed to a process of selection on merit, based on fair and open competition. The criteria for judging suitability and ranking will be related directly to the qualification, attributes and skills required to undertake the duties and responsibilities to the standard required in the post.

Panels
Following completion of interviews, a panel may be formed, the duration of which is at the discretion of the Council. Offers of temporary employment at this grade may be made while the panel remains in force.

Documentary Evidence:
The admission of a person to a competition, or invitation to attend an interview, is not to be taken as implying that Carlow County Council is satisfied that such person fulfils the requirements of the competition 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 that 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 the essential entry requirement but nevertheless attend for interview you will be putting yourself to unnecessary expense. Prior to recommending any candidate for appointment to this position Carlow County Council will make all such enquiries that are deemed necessary to determine the suitability of the candidate

Canvassing
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 candidate's favour any officer 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.

Taking up Appointment
The local authority shall require a person to whom an appointment is offered to take up such appointment within a period of four weeks and if he/she fails to take up the appointment within such period or such longer period as the local authority in its absolute discretion may determine, the local authority shall not appoint him/her.

Carlow County Council is an Equal Opportunities Employer