



Longford County Council
Aras an Chontae, Great Water Street, Longford.
Tel:(043) 334 3454 / (043) 334 3396
email enquiries: HRrecruitment@longfordcoco.ie

Candidate Information Booklet

PLEASE READ CAREFULLY

Tenant Engagement Officer (Grade V)

Competition Reference: TE0/1026

Closing Date: 4:00pm, Friday 13th November 2026.

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



TABLE OF CONTENTS

Longford County Council	Pg 2
The Role & Duties of the Position	Pg 3
Competencies for the Position	Pg 5
Qualifications for the Position	Pg 7
Principal Particulars of Employment	Pg 9
Selection Process	Pg 12
Frequently Asked Questions	Pg 17



Longford 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 Longford, with a focus on making Longford an attractive place to live, work and invest.

The following comprises the areas of service delivery in Longford County Council:

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

This is an opportunity to gain employment in the role of **Tenant Engagement Officer** with Longford County Council.

Longford County Council is committed to a policy of open and fair recruitment, in line with good practice, recruitment & selection standards, employment legislation and relevant circulars from the Department of Housing, Local Government & Heritage.

This Candidate Information Booklet is intended to provide information on the post of **Tenant Engagement Officer**, and the selection process and candidates are advised to familiarise themselves with the detailed information in advance of submitting their application.

Candidates should satisfy themselves that they are eligible under the Qualifications to apply for the post of **Tenant Engagement Officer**.

Where a candidate provides false or misleading information or has deliberately omitted relevant information on their application form this may result in their disqualification from the competition.

Tenant Engagement Officer (Grade V)

The Role

The Tenant Engagement Officer will support delivery of housing objectives through tenant engagement, participation, tenancy sustainment, estate management initiatives and implementation of the Council Anti-Social Behaviour Strategy. The Tenant Engagement Officer shall report to the Administrative Officer or such other officer as appropriate in the Housing Department.

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

- Understanding of the role of a Tenant Engagement Officer;
- Possess excellent professional/technical knowledge and skills
- Excellent communication and interpersonal skills
- Ability to work independently and within multi-disciplined teams
- Problem solving and decision-making skills
- Experience in managing conflict
- Planning and organisational skills
- Experience of working within a social housing delivery and management context
- Experience of working with vulnerable adults
- Experience in engaging with a diverse range of stakeholders and maintaining good working relationships
- Dealing effectively with conflicting demands
- Working under pressure to tight deadlines
- Possess strong ICT and presentation skills
- A good understanding of safety management in the workplace including Health & Safety legislation and regulations.

Principal Duties and Responsibilities

The duties of a Tenant Engagement Officer will include but are not limited to the following:

- Develop and implement tenant engagement initiatives.
- Support tenant and resident associations and organise forums and consultations.
- Support implementation of the Council Strategy for the avoidance, prevention and abatement of anti-social behaviour in social housing provided and managed by Longford County Council.
- Work with Housing staff, An Garda Síochána and partner agencies to address anti-social behaviour.
- Support tenants affected by anti-social behaviour and promote tenant rights and responsibilities.
- Coordinate tenant surveys, newsletters and communication campaigns.
- Monitoring complaints, investigation of such complaints of anti-social behaviour or other breaches of tenancy of Council dwellings, including leased properties. Responding to complainant when appropriate.
- Interviewing tenants, and others, in relation to complaints of breaches of tenancy including anti-social behaviour
- Preparing and serving warning letters, notices, etc., when required.

- Keeping records and liaising with Longford County Council legal representatives and attending court as and when required.
- Investigating housing applicants where necessary.
- Assessment of housing applicants
- Liaising with tenants'/residents' groups and estate management, as required.
- Developing and maintaining a good working relationship with internal departments in LCC such as Community, Environment etc.
- Operating from varied sites if necessary.
- Report to the appropriate Line Manager and attending Team meetings as required.
- Keeping necessary records and compiling relevant statistics, etc.
- Prepare research, reports, briefing notes and recommendations for management and elected members.
- Undertake duties appropriate to the grade as assigned.

COMPETENCIES

Key competencies for the post of **Tenant Engagement Officer** are given in the table below. Candidates will be expected to demonstrate sufficient evidence within their application form of their competence under each of these headings.

Take particular note of the competencies below listed as any shortlisting or interview processes will be based on the information provided by the candidate in their completed application form.

Delivering Results	<ul style="list-style-type: none"> Positively contributes to the development of operational plans and leads the development of team plans Plans and prioritises work and resources effectively having regard to corporate priorities and operational objectives Establishes high-quality service and customer care standards Acts decisively and makes timely, informed and effective decisions, pinpointing critical information and addresses issues logically Proactively identifies areas for improvement and develops practical suggestions for their implementation
Performance Management	<ul style="list-style-type: none"> Leads and works with stakeholders (internal and external) to achieve department and corporate objectives. Effectively manages performance. Motivation and positivity as part of a team. Ability to develop and deliver programmes and projects and to work to strict deadlines. Ability to work on own initiative as well as an integral part of a team. Has strong organisational skills including meeting facilitation and administration. Demonstrates the ability to sustain a positive image and profile of the local authority.
Personal Effectiveness	<ul style="list-style-type: none"> Takes initiative and seeks opportunities to exceed goals Anticipates situations and acts to pre-empt problems and to create new opportunities Manages time and workload effectively in an environment with significant complexity and pace Maintains a positive, constructive and enthusiastic attitude Understands and implements change and demonstrates flexibility and openness to change. Is a self-starter, strong on research and maintains resilience in securing buy in and commitment to overall concepts or projects.

Knowledge, Experience & Skills	<ul style="list-style-type: none">• Understanding of the role of Tenant Engagement Officer in the Local Authority Housing Service• Range and depth of relevant experience.• Demonstrates knowledge, understanding and training for the role.• Demonstrates knowledge and understanding of the background to and policies which govern the provision of social housing in Ireland.• Has relevant liaison, facilitation, negotiation, project development, management and delivery experience. Experience of preparing and presenting reports.• Understanding of the structures and environment within which the local authority sector operates
---	---

Tenant Engagement Officer (Grade V)

QUALIFICATIONS

1. Character

Candidates shall be of good character.

2. 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.

3. 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

4. Education, Training and Experience etc.

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

- (i) (a) have obtained at least a grade D (or a pass), in Higher or Ordinary Level, in five subjects (or 4 subjects if Irish is included) from the approved list of subjects in the Departments of Educations established Leaving Cert Examination or Leaving Cert Vocational Programme including Irish and/or English and one of the following: Mathematics, Accounting, Business Organisation or Economics,

and

(b) have obtained at least Grade C (or Honours) in Higher Level (or Honours) papers in three subjects in that examination (or two subjects if Irish and/or one of the following is included: Mathematics, Accounting, Business Organisation or Economics)

or

- (ii) have obtained a comparable standard in an equivalent examination,

or

- (iii) hold a third level qualification of at least degree standard.

Desirable Criteria

- (a) A qualification in community development, social housing, estate management or other relevant discipline is desirable, but not essential.
- (b) Have satisfactory knowledge and experience of working with resident's associations, community groups, estate management issues, social housing and related areas.
- (c) Have a good knowledge of relevant legislation and its application in a social Housing Context.

PARTICULARS OF EMPLOYMENT

1. The Post

The post is wholetime (i.e. 35 hours per week) and appointment may be permanent or temporary.

2. Location

Longford County Council reserves the right to assign the successful candidate 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.

3. Commencement

Longford 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, Longford County Council shall not appoint them.

4. Working Hours

The post entails a wide range of duties which require flexibility. The post will be based on a 35-hour week, involving some evening and weekend attendance where necessary.

Longford County Council reserves the right to alter the hours of work from time to time in line with Government Circulars.

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. Longford County Council requires employees to record their hours using a Clocking system.

5. Reporting Arrangements

The **Tenant Engagement Officer** report directly to the appropriate supervisor in the Section or to any other employee of Longford 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.

6. Probationary Period of Employment

There shall be a period after appointment during which the appointee will hold the position on probation. The period of probation will be prescribed by the Chief Executive. Employment may be terminated during the probationary period should service be deemed by the Chief Executive to be unsatisfactory. Employment may be terminated at the end of the probationary period unless the Chief Executive has certified that the employee had satisfactory service. Tenure of employment following probation will be subject to satisfactory service.

7. Remuneration

The current salary scale for the post of **Tenant Engagement Officer** is **€52, 761 - €63, 109 LS12** gross per annum (**Circular EL 04/2026**), the rate of remuneration may be adjusted from time to time in line with Government Circulars.

On appointment successful candidates will be placed on the first point of the 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 Pay-Path 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.

8. 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.

9. Annual Leave

The current annual leave entitlement for **Tenant Engagement Officer** is **30 days per annum**, in accordance with the Council’s Annual Leave Policy. The Chief Executive of Longford County Council retains autonomy with regard to 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.

10. Driver's Licence & Insurance

Longford County Council employees may on occasion be required to use their car on official business. In such situations the employee must hold a current clean driver's licence and have available adequate means of transport.

It is the responsibility of the employee to arrange the appropriate car insurance cover for business use and to indemnify Longford County Council with the indemnity specified on your insurance certificate under the heading "Persons or classes of person who are covered". Documentation to confirm the appropriate insurance cover will be required to be supplied to the Council on an annual basis.

11. Code of Conduct/Organisation Policies

Employees are required to adhere to all current and future Longford 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.

12. 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.

13. Health and Safety Regulations

Longford 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 of 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. Employees must not be under the influence of an intoxicant at the place of work.

Employees must comply with all Safety and Health rules and regulations and attend all required Safety and Health Training.

14. 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.

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.

SELECTION PROCESS

1. How to Apply

Only fully completed applications forms will be accepted.

Please ensure that:

1. your application is made on the official application form only and sent via email in pdf format to hrrecruitment@longfordcoco.ie – do not attach or include your CV

NOTE: your CV will not be accepted as an application or as part of your application.

2. you fully complete all sections of the application form and include all relevant, detailed and accurate information

NOTE: any offer of employment is subject to the information given on your application form being true. False/misleading information or deliberate omissions may result in termination of employment.

3. you include a copy of your educational certificates as part of one pdf application
4. you submit your application on or before **4:00pm, Friday 13th November 2026.**

Forward your completed application form via email to hrrecruitment@longfordcoco.ie

- **Applications submitted after the closing date will not be accepted**
- **Applications forms must be submitted by email in pdf format**
- **Applications submitted by hand, post or fax will not be accepted**
- **Claims in relation to the late receipt of application forms will not be entertained.**

Admission to this competition, or an invitation to take tests or to attend for interview does not infer that you fulfil all the requirements for appointment.

Applications submitted by email will be acknowledged automatically. Please keep this acknowledgement as proof of delivery and receipt of your application.

If you do not receive an acknowledgement within 24 hours, please contact the Human Resources Department immediately at 043 3343454 / 043 3343396 or by email: hrrecruitment@longfordcoco.ie

It is the responsibility of candidates to ensure the proper application format, delivery and receipt of their applications.

Longford County Council may need to contact you during the competition's selection process. It is important that the contact details (i.e. your postal address, email address and phone number) given on your application form are correct and accessible by you.

Longford County Council will not accept responsibility for communication not accessed or received by you.

2. Selection Process

Stage 1 – Submission of Application Form via email

Candidates interested in applying for the position of **Tenant Engagement Officer** should submit their completed application with supporting documentation form via email in PDF format to hrrecruitment@longfordcoco.ie

Completed Application Forms must be submitted on or before **4:00pm, Friday 13th November 2026.**

Each completed application must include a copy of all educational qualifications declared in the application form.

Failure to submit a completed application form, with all required supporting documentation, by the specified deadline will result in the application being deemed invalid and it will not be permitted to proceed any further in the selection process.

Stage 2 – Initial Screening

All completed application forms received by the stated closing date & time will be screened to ensure that they meet the minimum eligibility criteria for the position of **Tenant Engagement Officer** in accordance with the declared Qualifications **(as given on page 7 of this booklet).**

Candidates who demonstrate that they meet the required eligibility criteria, their application will progress to the Step 3 of the selection process.

Candidates who fail to demonstrate that they meet the minimum eligibility criteria required, their application will be deemed invalid and will not progress any further in the selection process.

Stage 3 – Shortlisting

Longford County Council reserves the right to shortlist applications, it is very important therefore, that candidates provide accurate, clear and comprehensive information in their completed application forms.

Shortlisting may take the form of:

1. a desktop-shortlisting process, where a board will be assigned to examine the information provided by the candidate and assess it against criteria required for the position, and/or
2. an online shortlisting interview.

Candidates who are shortlisted may have their application scored and ranked in order of merit. Based on the score awarded their application may progress to Step 4 of the selection process.

For candidates who are not shortlisted, their application will not progress any further in the selection process.

Stage 4 –Interview

On completion of the Stage 3 of the selection process, successfully shortlisted candidates may be invited in batches, to attend for interview.

An independent interview board will be established by the Chief Executive of Longford County Council. The board will comprise a Chairperson and two other members, who will have expert knowledge in the relevant field. The objective of the board is to establish the applicant's suitability for the post and to rank the successful candidates in order of merit for appointment.

The interview will be the candidate's opportunity to demonstrate that they possess the required competencies, knowledge, skills and experience. The objective of the board is to assess the candidate's responses against agreed criteria and to identify the candidates who best meet the competencies required.

Longford County Council will issue advance notice of the date and time of the interview. It is the responsibility of the candidate to make themselves available for interview on the date and time notified and to ensure that they can attend their interview or successfully connect to the online interview. Requests to reschedule notified interview dates or times cannot be accommodated.

Candidates who do not attend/connect for their interview at the time and on the date advised will be deemed to have withdrawn their application from the competition and their application will receive no further consideration.

Expenses incurred by candidates in attending for interview will be the responsibility of the candidate.

Candidates who are successful in the interview process will be qualified for appointment in order of merit and placed on a panel. This panel may be used to fill both permanent and temporary **Tenant Engagement Officer** vacancies that may arise during the life of the panel.

It should be noted that placement on a panel may not necessarily lead to a job offer. The selection process is not concluded until sought references are received and all other clearance checks, e.g. Garda Vetting, occupational health, verification of education qualifications, etc, have been carried out to the satisfaction of the Council.

Candidates on the **Tenant Engagement Officer** panel who satisfy all the requirements for the post may be offered employment subject to:

1. Their place, in order of merit, on the panel
2. The requirements of Longford County Council.

Should a candidate decline an offer of employment or having accepted an offer of employment relinquish it prior to commencing in the post, they will be deemed to have withdrawn their application from the competition.

1. 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 position on the panel. Details of marks attained in the interview process will be provided upon receipt of written request.

2. Deeming of candidature to be withdrawn

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

3. References

Applicants are required to advise the names of two responsible persons to whom they are well known but not related.

In advance of any offer of employment, Longford County Council reserves the right to seek both written and verbal references from current and previous employers, educational institutions or any other organisations with which the candidate has been associated. Longford County Council reserves the right to determine the merit, appropriateness and relevance of such references and referees. Information sought from referees shall be structured around the requirements of the job and the job description, person specification and/or competency profile provided.

4. Verification of Education Qualifications

Prior to appointment, the candidate will be required to present the original parchment of their certificate, diploma and/or degree and any other supporting documentation required by the Council*, to the Human Resources department in order to verify their qualifications.

* *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, overseas qualifications must also be accompanied by a translation document.*

5. Pre-Employment Medical

Prior to appointment the candidate will be required to complete a Health Declaration and to undergo a medical examination, at their own expense, by a qualified medical practitioner nominated by the Council. On taking up employment the expense of this medical examination will be refunded.

6. Garda Clearance

Garda Vetting will be sought in accordance the National Vetting Bureau (Children and Vulnerable Persons) Acts 2012 to 2016 and the applicant will be required to fully cooperate with this process.

7. 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 or employee of the Council or person nominated by the County Council to interview or examine applicants, will automatically disqualify the candidate for the position being sought.

8. Confidentiality

Longford 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, 1997-2014.

Records created, maintained and stored by Longford County Council as part of the recruitment and selection process are subject to a range of legislation, including Freedom of Information and Data Protection. Longford County Council shall comply with the National Records Retention Policy (2001) and any other relevant records retention policies.

FAQ

Frequently Asked Questions (and Answers)

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

The Candidate Information Booklet provides comprehensive information relating to the selection process for this recruitment campaign. However, if after reading this information booklet you require any additional/further information - please forward your query by email to: HRrecruitment@longfordcoco.ie

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

Longford County Council will carry out an eligibility check on all application forms to ensure that they meet the minimum eligibility criteria for the post as set out by the Department of Housing, Local Government and Heritage. If you do not meet the minimum eligibility requirements for the post, based on the information given in 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 shortlisting process. The shortlisting process may take the form of either a desktop exercise (based on the information contained in the application forms) or a shortlisting interview.

3. What happens on completion of the shortlisting process?

Longford County Council will contact all applicant's advising them of the results of the shortlisting process. Candidates who are shortlisted at this stage will be invited to attend for interview. It is your responsibility to attend for interview on the date and time notified. Alternative dates and times cannot be facilitated.

4. What happens after undertaking the final interview?

Candidates who are successful in the interview process will be placed on a panel and ranked in order of merit. This panel may be used to fill both permanent and temporary vacancies for the post of **Tenant Engagement Officer**, that may arise during the life of the panel.

Please note that being placed on a panel is not a guarantee that you will be appointed to the position of **Tenant Engagement Officer**.

5. If I am offered employment, where will I be based?

The management of Longford County Council reserve the right to assign employees to any premises or business section as required in accordance with the business needs of the organisation.

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

Longford County Council may contact you by phone, email or post at various stages throughout the selection process. Any change to the contact details provided that occur during this recruitment campaign should be notified by email to HRrecruitment@longfordcoco.ie