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| **Our Ref** | HRO.CS.01 |
| **Closing Date** |  |
| **Post** | Estates / Housing Officer |
| **Based At** | Ashtown Business Centre |

# APPLICANT GUIDANCE NOTES

Please use these notes to assist you in completing your application

**Do not enclose CV’s; all sections of the document must be completed in black ink and capitals or typescript. Put your name on all additional sheets of paper and indicate the section of the application form to which they refer. Incomplete applications will be rejected.**

**Use the Job Description & Person Specification to assist you in assessing if you meet the criteria for this post. Criteria may be enhanced to facilitate shortlisting. The panel will shortlist only on the basis of the information provided**

**DISCLOSURE OF CRIMINAL CONVICTIONS: If you have indicated NO you are not required to return this form. However, if you have indicated YES you have a Criminal Conviction please complete the Confidential Enquiry Form and return in the envelope provided. ­**

**JOB RELATED INFORMATION**

Fold Ireland is one of Ireland’s leading approved housing bodies providing housing, care and support to older people, families and those with complex needs.

Fold Ireland is an approved housing body with charitable status led by a skilled voluntary board with experts from the private and public sectors. We work with local authorities, the HSE, financial institutions, developers and other critical delivery partners to meet housing demand. We also benefit from a cross border partnership with Northern Ireland’s Radius Housing enabling the transfer of knowledge, expertise and resources.

We are seeking a highly motivated individual to join our team, to support management and the board and to ensure Fold Ireland continues to go from strength to strength. We are a people driven organisation, dedicated to excellent customer service, as well as the development and fulfilment of our staff.

If you are looking for a new and exciting challenge and want to be part of a progressive organisation which contributes to the community, we would be delighted to receive an application from you.

We are currently seeking to recruit the following position:

1. **Estates / Housing Officer**

Ashtown Business Centre, Suite C, Navan Road, Dublin 15

**Ref: EHO.CS.01**

**Hours:** 37 hours per week

**Salary:** €35,178 (pt 01) – €39,593 (pt 05)

**CONFIDENTIAL (EXCEPTED POSTS)**  **APPLICATION FOR EMPLOYMENT**

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| --- | --- | --- | --- |
| **Post:** | Estates / Housing Officer | **Reference No.** | EHO.CS.01 |
| **Closing Date:** |  | | |

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| **SECTION 1 – PERSONAL DETAILS** | | | | | | | | |
| Surname | |  | | | (Mr/Mrs/Miss/Ms) | | | |
| Forenames | |  | | | | | | |
| Address | |  | | | | | | |
|  | | | | | | | | |
| Telephone Numbers | | Home | Mobile | | | | | |
| E-mail Address |  | | | | | | | |
| PPS Number |  | | | | | | | |
| Do you have a clean, current driving licence? | | | | **YES** | | |  | | --- | |  | | **NO** | |  | | --- | |  | |
| Do you have access to a car or are able to fulfil the mobility requirements of the post? | | | | **YES** | | |  | | --- | |  | | **NO** | |  | | --- | |  | |

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| **SECTION 2 – HOW CAN WE HELP YOU (please tick 🗸)** | | | | | |
| **Would you like the information to be** | | | | | |
| **Large Print** | | | |  | | --- | |  | | **Electronic** | |  | | --- | |  | |
| **Audio** | | | |  | | --- | |  | | **Braille** | |  | | --- | |  | |
| **Other** | |  | | --- | |  |   **What you would like?** | | | | |
| **Do you need any reasonable adjustments/arrangements at interview?** | | | | | |
| **Yes** | | |  | | --- | |  |   **What do you need?** | | | |
| **No** | | |  | | --- | |  | | | | |

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| **SECTION 3 – ELIGIBILITY TO WORK IN IRELAND** | | | | |
| **Do you require a work permit/visa to work in Ireland?** | **YES** | |  | | --- | |  | | **NO** | |  | | --- | |  | |
| **If yes, do you hold a work permit/visa to work in Ireland?** | **YES** | |  | | --- | |  | | **NO** | |  | | --- | |  | |
| IF YES: State start/end dates and any restrictions that apply to this permit/visa - | | | | |
| IF NO: Explain Why – | | | | |

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| **SECTION 4 - EDUCATION AND QUALIFICATIONS** | | | |
| **Name of School/College/University: …………………………………………………**  Please provide evidence of qualifications if required as part of the essential criteria for the job | | | |
| **QUALIFICATIONS** | | | |
| **Qualification** | **Subject** | **Grade** | **Date Obtained** |
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| **Name of School/College/University: …………………………………………………**  Please provide evidence of qualifications if required as part of the essential criteria for the job | | | |
| **PROFESSIONAL QUALIFICATION** | | | |
| Awarding Body | Degree Of Membership | Date | Method of entry |
|  |  |  |  |

Continue on a separate sheet if necessary

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| **TRAINING** Please detail any relevant training courses you have attended | |
| **Training Course** | **Date** |
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| **SECTION 5 - EMPLOYMENT** |

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **1. PRESENT OR MOST RECENT EMPLOYMENT** | | | | | | | |
| Job Title: |  | | | | | | |
| Name of Company: |  | | | | | | |
| From Date: |  | | | | To Date: |  | |
| Address: |  | | | | | | |
| Telephone Number: |  | | | | | | |
| Brief outline of duties: |  | | | | | | |
| Why do you wish to leave your present position? | | | | | | | |
| What period of notice does you current employer require? | | | | | | | |
| Salary (including bonus): € | | | | Give date salary commenced: | | | |
| **FOLD values reliable attendance amongst its employees.**  **How many days have you been absent due to illness:** | | | | | | | |
| This year (last 12 Months) | | |  | | --- | |  | | Last year (previous 12 Months) | | | | |  | | --- | |  | |
| Please give details of above: | | | | | | | |

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| **2. PAST EMPLOYMENT (past 10 years or 6 posts whichever is greater)** | | | |
| Please tell us about other jobs you have had starting with the most recent job.  Please include periods of unemployment, unpaid placements and voluntary work. | | | |
| Name, address and business of employer | From  (date)  DD/MM/YY | To  (date)  DD/MM/YY | Job title, job responsibilities and the nature of duties |
|  |  |  |  |
| Continue on separate sheet if necessary | | | |

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| **SECTION 6 – ADDITIONAL INFORMATION** | |
| Use the advertisement, job description and any other material supplied to help you and provide details of your skills/abilities/experience/specialist knowledge etc that are relevant to this position. | |
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|  | Continue on separate sheet if necessary |

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| **SECTION 7 – REHABILITATION OF OFFENDERS (please tick 🗸):** | | | | |
| Have you ever been convicted of a criminal offence, spent or not? Or are there any charges outstanding? | **YES** | |  | | --- | |  | | **NO** | |  | | --- | |  | |
| **IF YES YOU MUST COMPLETE THE CONFIDENTIAL ENQUIRY FORM AND RETURN IT IN THE ENVELOPE PROVIDED.** | | | | |

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| **SECTION 8 – ARTICLE 31 (please tick 🗸):** | | | | |
| Are you related to any employee or Board Member of FOLD, or are you a previous employee? | **YES** | |  | | --- | |  | | **NO** | |  | | --- | |  | |
| If Yes, please state details (if appropriate) | | | | |
| Name: Relationship:  Location: Dates: | | | | |

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| **SECTION 9 - REFEREES** | | | | | | | | | |
| Please give the full names and addresses of 3 referees one of whom should be your present or most recent employer. **References from relatives will not be accepted.** | | | | | | | | | |
| **REFEREE 1** | | | | | | | | | |
| Full Name: |  | | | Job Title: | | | | | |
| **Relationship** (Please circle as appropriate)  **EMPLOYER/OTHER** (If other state relationship) …………………………………………. | | | | | | | | | |
| Address: | | Postcode: | | | | | | | |
| Telephone No. | |  | Mobile No. | |  | | | | |
| Fax Number | |  | E-mail | |  | | | | |
| **MAY WE CONTACT PRIOR TO INTERVIEW?**  **(please tick 🗸)** | | | | | | **YES** | |  | | --- | |  | | **NO** | |  | | --- | |  | |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **REFEREE 2** | | | | | | | | | |
| Full Name: |  | | | Job Title: | | | | | |
| **Relationship** (Please circle as appropriate)  **EMPLOYER/OTHER** (If other state relationship) …………………………………………. | | | | | | | | | |
| Address: | | Postcode: | | | | | | | |
| Telephone No. | |  | Mobile No. | |  | | | | |
| Fax Number | |  | E-mail | |  | | | | |
| **MAY WE CONTACT PRIOR TO INTERVIEW?**  **(please tick 🗸)** | | | | | | **YES** | |  | | --- | |  | | **NO** | |  | | --- | |  | |

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| **REFEREE 3** | | | | | | | | | |
| Full Name: |  | | | Job Title: | | | | | |
| **Relationship** (Please circle as appropriate)  **EMPLOYER/OTHER** (If other state relationship) …………………………………………. | | | | | | | | | |
| Address: | | Postcode: | | | | | | | |
| Telephone No. | |  | Mobile No. | |  | | | | |
| Fax Number | |  | E-mail | |  | | | | |
| **MAY WE CONTACT PRIOR TO INTERVIEW?**  **(please tick 🗸)** | | | | | | **YES** | |  | | --- | |  | | **NO** | |  | | --- | |  | |

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| Note: The employer reserves the right only to interview on the basis of information supplied on the application form by candidates who meet the criteria established for the post. Your application will be held in a manual filing system for three years following the closing date for applications. After this period your file will be destroyed in accordance with FOLD’s retention policy.  Warning: By completing and signing this application form you are consenting to the information above being held on you as outlined above. This information will not be disclosed to a third party unless required to do so under law. Any applicant found to have knowingly given false or inaccurate information or to have wilfully failed to disclose any relevant fact, will be excluded from the recruitment process or may be dismissed. Canvassing will disqualify. |

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| **SECTION 10 – DECLARATION** |
| I give the employer the right to investigate all references and to secure additional information about me, if job related. I hereby release from liability the employer and its representatives for seeking such information and all other persons, corporations or organisations for furnishing such information.  I have read and understood the requirements and particulars of the appointment which have been supplied to me. I further understand that the job offer may be subject to the satisfactory outcome of references and/or a pre-employment health assessment and I consent to my doctor being approached for further information, including medical reports if the employer considers it necessary.  I further understand that a Garda check must be carried out before an offer of employment can be confirmed. This has been explained to me and I am aware that spent convictions may be disclosed. I declare that the information I have given is accurate and I consent to the check being made. |

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| **DECLARATION OF CONSENT** | |
| **Signature of Candidate:** | **…………………………………………………………………** |
| **Date of Signing:** | **………………………………………………………………….** |

Thank you for your application and the interest you have shown in FOLD Ireland. If you have any queries pertaining to this application, please contact The Human Resources Directorate at Ashtown Business Centre, Navan Road, Dublin 15 on 01 8852948

**This information will be removed from your application form prior to shortlisting**

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| **SECTION 11 - HEALTH CHECK QUESTIONNAIRE** | | |
| **Name:** | | |
| **Address:** | | |
| **Date of Birth:** | **Height:** | **Weight:** |
| **Doctors Name & Address:** | | |

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| **Have you ever suffered from any of the following (please give details below or indicate if Not Applicable (N/A))** | |
| Depression, anxiety state, nervous illness or breakdown? | |  | | --- | |  | |
| Epilepsy or disease of the nervous system? | |  | | --- | |  | |
| Ailment of the Lungs or chest? | |  | | --- | |  | |
| Spinal or back problems? | |  | | --- | |  | |
| Arthritis, rheumatism or gout etc? | |  | | --- | |  | |
| Illness of the digestive system? | |  | | --- | |  | |
| Illness of the kidneys, bladder, liver or glands? | |  | | --- | |  | |
| Diabetes? | |  | | --- | |  | |
| Skin Disorder? | |  | | --- | |  | |
| Major Accident, operation or physical defect? | |  | | --- | |  | |
| How many working days have you lost through illness in the last 12 months  Please give details ……………………………………………………..................... | |  | | --- | |  | |
| If you have answered yes to any of the above please give details below: | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Are you presently taking any medication or undergoing treatment | **YES** | |  | | --- | |  | | **NO** | |  | | --- | |  | |
| Has any insurance company declined to accept a proposal to insure your life | **YES** | |  | | --- | |  | | **NO** | |  | | --- | |  | |
| Have you been medically rejected for any appointment or position | **YES** | |  | | --- | |  | | **NO** | |  | | --- | |  | |
| Have you ever suffered from an industrial injury  If so when ………………………………………………………. | **YES** | |  | | --- | |  | | **NO** | |  | | --- | |  | |
| Have you now fully recovered | **YES** | |  | | --- | |  | | **NO** | |  | | --- | |  | |
| Additional Information | | | | |

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| --- | --- | --- | --- | --- |
| **DISABILITY DISCRIMINATION ACT (DDA) 1995** | | | | |
| The DDA protects disabled people. This includes people with long term health conditions. If you tell us that you have a disability we can make reasonable adjustments to where you work and to your work arrangements, and at interview. | | | | |
| **Do you consider yourself to have a disability according to the terms of DDA** | | | | |
| **(please tick 🗸)** | **YES** | |  | | --- | |  | | **NO** | |  | | --- | |  | |

|  |  |
| --- | --- |
| **Please tell us which of these best describes your disability (please tick 🗸)** | |
| Hearing Impairment | |  | | --- | |  | |
| Visual impairment (if not corrected by spectacles or contact lenses) | |  | | --- | |  | |
| Speech impairment | |  | | --- | |  | |
| Mobility impairment | |  | | --- | |  | |
| Physical co-ordination difficulties (includes problems of manual dexterity and of muscular control eg incontinence, epilepsy) | |  | | --- | |  | |
| Reduced physical capacity (includes debilitating pain and lack of strength, breath, energy or stamina eg from asthma, angina or diabetes) | |  | | --- | |  | |
| Severe disfigurement | |  | | --- | |  | |
| Learning Difficulties (where this is the mental ability to perceive the risk of danger) | |  | | --- | |  | |
| Mental illness (includes substantial and long lasting – more than one year) | |  | | --- | |  | |
| Other (please detail) ……………………………………………………………. | |  | | --- | |  | |

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| **Please read carefully before Signing** |
| * I declare that the answers given above are true and correct and give a full and complete picture of my health in every aspect. * I give FOLD permission to contact my Doctor for further particulars of my medical records should FOLD so decide. * I agree, if required, to undergo a medical. |

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| --- | --- |
| **Job Applied For:** |  |
| **Signed:** |  |
| **Dated:** |  |

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| **Hr Use Only** | | |
| **Checked by HRA** |  | |
| **To be forwarded to Director/OHN** | **YES** | **NO** |
| **Approved** |  | |

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| **SECTION 12 - EQUAL OPPORTUNITIES POLICY** |

**FOLD IRELAND (HEREINAFTER REFERRED TO AS FOLD)**

**COMPANY OBJECTIVE**

FOLD is an Equal Opportunity Employer, committed to ensuring that the talents and resources of all our employees are utilised to the full. We will not discriminate unfairly against any individual in matters of recruitment or selection for any position, promotion, development or training, irrespective of: gender, marital or family status; race, ethnicity or colour; disability; religious or political opinion; sexual orientation; nationality or age.

In addition to the above FOLD will recognise its moral and social obligations to promote equality of opportunities within the communities in which it operates.

FOLD has established policies and procedures designed to promote equality of opportunity. These will be periodically reviewed to ensure that individuals continue to be selected, promoted or treated solely on the basis of merit and in accordance with the requirements of the job and the individual’s suitability to fill it.

FOLD provides facilities for any employee who believes that he or she has been treated unfairly within the scope of this policy to raise the matter through the normal grievance procedure.

**RESPONSIBILITIES**

The Chief Executive has a specific responsibility for the effective implementation of this policy. Each Director and Manager also have responsibilities and we expect all of our employees to abide by the policy and help create the equality environment which is its objective.

FOLD does not permit the display of flags, emblems, posters or other similar material, or the circulation of literature which may give offence or cause apprehension amongst particular groups of employees. Any attempt to display such will be regarded as serious misconduct and will result in disciplinary action.

**FAILURE TO COMPLY**

# Failure to comply with the policy will be regarded as serious misconduct which may lead to disciplinary action.

**Job Title:** Estates/Housing Officer

**Department:** Housing/Development Department

**Responsible TO:** Head of Care Services

**Responsible For:** None

**LocatION:** Dublin

**Main Tasks & Responsibilities**

1. Provide a professional and technical maintenance service to all Fold Ireland Properties for the Association’s Tenants, Residents and Clients as directed by the Housing and Head of Care Services.
2. Contribute to the delivery of the Association Housing Services by providing a comprehensive service to the Association’s tenants, residents and clients as directed by the Head of Care Services with due regard to the principles of value for money and in accordance with budget guidelines.
3. The technical service will cover response maintenance, programmed works including disabled adaptations, alterations and refurbishment to existing properties and advise on the handover, including defects monitoring, of new properties.
4. Support the Housing Officer in all areas of property and housing management services as required.
5. Contribute to the overall administration of the Housing and Development Department by ensuring that administrative procedures are adhered to. The following duties are carried out in relation to the Department’s Performance Standards and Targets.

**Property Services**

1. Respond to Scheme Managers, tenants, residents, Telecare or clients repair complaints or requests. Provide advice and information and respond in accordance with the Department’s procedures.
2. Prepare and issue works orders to contractors on the Association’s select list, to prepare standard specifications and seek costs estimates where necessary.
3. Monitor of Vacant Property Re-let inspection sheets and issue of works orders in accordance with the Department’s Procedures.
4. Carry out percentage pre and post repair checks of all repair items reported in accordance with the Department’s procedures.
5. Prepare programmes of service equipment visits and engage with contractors.
6. Review Contractor service equipment reports and other reports (eg Insurances, Fire Authority). Issue follow up works orders as required.
7. Check and authorise invoices for work undertaken.
8. Monitor and report on Contractor performance for repair completion against the Department’s Performance Standards and Targets.
9. Order replacement technical components/equipment for schemes (eg cylinders, locks, keys, lamps).
10. Monitor and report on new Contractors performance.
11. Monitor and report on expenditure against budgeted amounts as directed.
12. Meet with Contractors as required.
13. Respond to complaints in accordance with the Department’s procedures.
14. Ensure all Contractors and Consultants follow relevant policies and procedures.
15. Attend on site out of hour emergency repair calls if required.
16. Prioritise repair works and maintenance response requests in line with policy.
17. Carry out Annual inspections on all fold Irelands Properties
18. Carry out scheme inspections and ensure any repairs are completed as required.
19. Co-ordinate works to Housing-with-Care Schemes and other specialist projects asdirected by Head of Care Services.

**Programmed Works**

1. Assist in the collation and preparation of the Cyclical, Major Repairs and Refurbishment Programme.
2. Carry out and prepare property survey reports including cost estimates in line with procurement policy.
3. Identify consultants required to assist the implementation of programmed works as directed.
4. Prepare Schedules of Work and tender documentation for issue to Contractors in accordance with the Department’s Procedures.
5. Report on Contractors and Consultants performance and on progress to complete programmed works.

**Housing Management**

1. Monitor complaints during Defect Liability Periods.
2. Let and re-let the Association’s stock in accordance with the Association’s policies and procedures in conjunction with the Housing Officer.
3. Control voids in accordance with the Association’s policies and procedures. To assist in the development initiatives to avoid long term void properties in partnership with the Housing Officer.
4. Visit and assess applicants with regards to the Associations policies and procedures.
5. Participate in working groups as requested to research good practice as directed by the Line Manager.
6. Undertake Team Briefings and association training as directed by Line Manager.
7. Organise viewing days, publicity material and public speaking engagements to promote the Association as and when required.
8. Carry out Scheme Inventories to ensure they are complete and up to date.
9. Work on specific projects/policies as directed.
10. Monitor latent defect complaints.
11. Liaise with relevant external bodies (eg Architects, Consultants, Contractors)
12. Liaise with the Development department on handovers.
13. Support the Housing Officer with tenant induction.
14. Monitor tenants rent accounts if required.
15. Continue with the development of existing community links and promote new links in the communities

**Training & Information**

1. Attend training as instructed.
2. Provide information to tenants through individual tenant meetings and attendance at tenant forums as required.
3. Contribute in the preparation of information handbooks and leaflets to tenants and Supervisors as directed.
4. Participate in working groups as requested to research good practice as directed.
5. Collate technical data and update information files as necessary.

***C*ontracts**

49 Review and report on existing service contracts.

50 Negotiate and discuss with Contractors revisions to existing service contracts as directed.

1. Prepare specifications for inclusion in proposed contracts as directed.
2. Prepare Schedules of Work and tender documentation for issue to Contractors in accordance with the Department’s Procedures.

**Staff**

1. Assist in the induction and training of Department Staff.
2. Comply with Health and Safety requirements and to conduct all activities in a manner which is safe to yourself and others.

**General**

This job description is not exhaustive and may be amended to facilitate changes in the better organisation of FOLD Ireland’s activities and following consultation with the Job Holder.

All FOLD Ireland’s employees have a personal responsibility to promote and to support measures designed to create a working environment that is free from harassment or discrimination on the grounds of religion, community background, gender, marital status or disability.

Due to the nature of FOLD Ireland’s stock, this post has a mobility clause, in that the post-holder will be required to travel to Fold Ireland’s various locations.

**Fold operates a “No Smoking” Policy which includes the use of e-cigarettes ESTATES/HOUSING OFFICER**

**Person Specification**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **CRITERIA – APPLICANT DEMONSTRATE EVIDENCE OF:** | **Essential** | **Desirable** |
|  | **Essential Criteria (Demonstrate on Application Form) and tested at Interview** |  |  |
| **1** | Third level qualification (e.g. HNC, HND, Degree, QQI level 8 ) in an Housing Studies/Estate Management/ Building Surveying/ Construction/ Engineering related discipline with 1 years experience.  And  Three years experience working in a similar Housing/Estates role. | √ |  |
| **2** | Up to date knowledge of maintenance systems within a maintenance environment | √ |  |
| **3** | Technical knowledge of maintenance of domestic buildings and/or housing estates | √ |  |
| **4** | Knowledge of current Housing policy and issues | √ |  |
|  | **DESIRABLE CRITERIA (Demonstrate on Application Form) and tested at Interview** |  |  |
| **5** | Experience of Housing Association maintenance work |  | √ |
| **6** | Knowledge of mechanical and electrical components |  | √ |
| **7** | Regulations and procedures of Statutory Authorities e.g. Local Authorities, standard on rented housing, Health and Safety Regulations etc. |  | √ |
| **8** | Member of the Chartered Institute of Housing Ireland or a similar professional body |  | √ |
|  | **SKILLS AND ABILITIES** |  |  |
| **9** | IT literate with demonstrable experience of Microsoft Office | √ |  |
| **10** | Knowledge of computerised maintenance systems | √ |  |
| **11** | Report writing skills | √ |  |
| **12** | Effective analytical and problem solving skills | √ |  |
| **13** | Negotiating skills | √ |  |
| **14** | Ability to work on own initiative or as part of a team | √ |  |
| **15** | Flexibility regarding working hours | √ |  |
| **16** | A valid driver’s licence and access to a car/able to fulfil any mobility requirements of the post. | √ |  |

**Please note**:

# Applicants will be required to provide confirmation of relevant qualifications / memberships at interview.

* Successful applicants may be required to complete a Garda Vetting form (NV1). Having a criminal conviction will not necessarily debar an applicant from working with Fold Ireland. Disclosure information will be handled in line with the National Vetting Bureau (Children and Vulnerable Adults) Acts 2012-2016.
* The Association reserves the right to shortlist on the desirable criteria if necessary.