



Comhairle Cathrach Chorcaí
Cork City Council

Job Specification

HAP – Place Finder Administrator

(Grade V)

Cork City Council

Closing Date: Friday 19th September 2025

To be read in conjunction with
Our Candidate Information Booklet

BACKGROUND

Located on Ireland's scenic south coast, Cork City is the country's second-largest urban centre and home to over 224,000 people. Since the 2019 boundary extension, Cork has entered a new phase of ambitious growth and development, with its population projected to reach 335,000 by 2040. Backed by over €2.5 billion in investment, this expansion is focused on sustainable, infrastructure-led growth-enhancing housing, transport, public amenities and cultural services across the city.

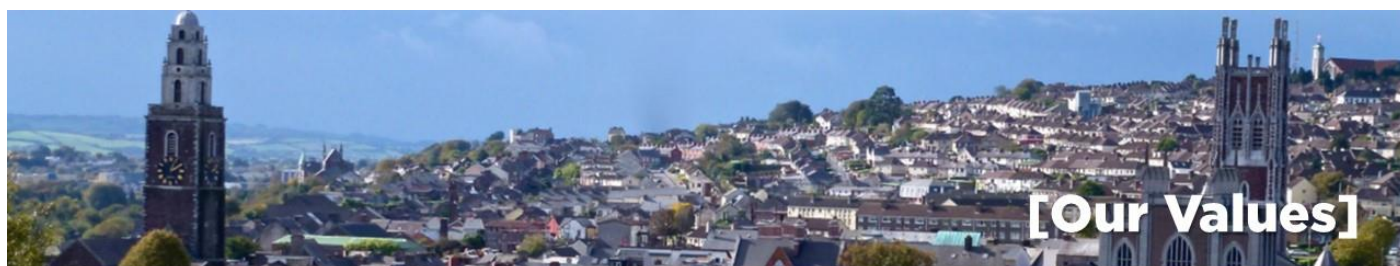
Cork City Council is a large urban local authority with 1,675 employees operating across more than 40 locations. The Council is made up of 31 elected members who represent five wards across the city and play a vital role in shaping local policy, decision-making and strategic priorities. The Council has an annual revenue budget of approximately €325 million for 2025 and delivers a broad range of public services including housing, planning, transport, libraries, parks and recreation, community development, culture and placemaking. Internal services include Finance, ICT, People & Organisation Development, and Corporate Affairs.

Our work is guided by the Corporate Plan 2024–2029, which sets out a clear vision and values for Cork's future – placing sustainability, innovation, service excellence, and community wellbeing at the heart of everything we do. Cork's international recognition as a UNESCO Learning City, a WHO Healthy City and one of the EU's Climate-Neutral and Smart Cities reflects the city's ambition and global outlook.

Cork City Council is committed to delivering high-quality public services by working collaboratively with strategic partners, businesses, communities and neighbourhoods. Together, we are shaping a city that continues to thrive as a vibrant place to live, study, visit, and work.

We are now seeking applications from individuals who are passionate about public service and eager to contribute to Cork's ongoing transformation. If you bring relevant experience, a commitment to service excellence, and a forward-thinking approach to innovation and customer focus – we want to hear from you. Our people are committed to our values of public service, integrity, respect, a people centred approach, responsibility, and ambition. The successful candidate will have the opportunity to play a meaningful role in shaping the city's future, driving impact and supporting Cork's continued growth and success.

The Corporate Plan can be viewed here: [Cork City Council Corporate Plan 2024–2029](#)



Public Good

We provide high quality services and address peoples' needs in a manner that is both inclusive and equitable.



Trust & Integrity

We act honestly, openly and fairly in all our dealings.



Respect

We treat all people equally with due regard for their needs and rights.



People Centric Approach

We engage with people in a fair, courteous and timely manner. We strive for continuous improvement



Responsibility

We are accountable and transparent and act responsibly in our dealings and decision making.



Innovation

We continually seek progressive and creative approaches in the services we deliver.



Comhairle Cathrach Chorcaí
Cork City Council



We are Cork.

THE ROLE

Cork City Council operates a **'Place Finder' service** to identify and source private rented accommodation, with the aim of transitioning individuals and families directly from homeless services into the private rented sector under the **Housing Assistance Payment (HAP) Scheme**.

The **HAP Place Finder Administrator (Grade V)** will engage directly with letting agencies, private landlords, service providers, An Garda Síochána, support agencies, and individuals and families in homeless services. In addition, the role involves producing statistical analyses and reports to meet the requirements of both the Council and the Department of Housing, Local Government and Heritage.

DUTIES AND RESPONSIBILITIES

The key duties and responsibilities of the HAP Place Finder Administrator (Grade V) include:

- Identify and source private rental properties and engage with prospective landlords.
- Negotiate rent in line with Housing Assistance Payment (HAP) rent limits for Cork City (effective from 1st July 2025) and ensure rates comply with Rent Pressure Zone regulations.
- Meet with homeless clients and match their needs, including affordability, to suitable vacant properties.
- Ensure all forms are correctly completed and track accompanying documentation. Liaise with the HAP team to upload to Sugar and monitor to ensure HAP commences within one month.
- Engage with Threshold and negotiate with landlords to prevent individuals or families from entering homeless services where possible.
- Balance rent payments to maintain the advance payment of rent.

- Set up landlords on JDE using a supplier setup form, ensuring payment of deposit and rent in advance is completed through JDE.
- Monitor and track all recoupment of funds from the HAP Shared Services Centre.
- Attend Homeless Action Team meetings and take referrals from various agencies.
- Compile monthly performance reports for the Chief Executive, using the PASS system to verify information and compile statistics.
- Comply with all statutory, legal, and quasi-statutory rules and regulations covering Safety, Health, and Welfare at Work, fully discharging responsibilities in this area and ensuring all staff do likewise.
- Carry out other duties as may be assigned from time to time.
- Deputise for staff at a more senior level when required.

The above specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.

QUALIFICATIONS FOR THE POST

1. Character

Each candidate must 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. Education, Training, Experience, etc.

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

- i. A minimum of one year's experience of working with landlords and/or letting agents to securing private rental accommodation for social housing in Cork City.
- ii. An understanding of social housing supports with a particular emphasis on the Housing Assistance Payment Scheme, HAP.
- iii. An appreciation and understanding of the causes of homelessness and the issues and challenges encountered by people who are homeless or at risk of homelessness.
- iv. Knowledge of legislation governing the private rented sector.
- v. Experience of statistical analysis and reporting.
- vi. An ability to demonstrate competence in the following areas – Delivering Quality Work and Services, Communicating Effectively and Identifying Problems and Contributing to Solutions.

4. Driving Licence

Holders of the office may be required to drive a car in the course of their duties and therefore are required to hold a full driving licence for class B vehicles free from disqualifications.

5. Desirable Skills:

A good understanding of Social Housing and Homeless Services.

- An ability to work in a multi-disciplinary team.
- Good communication and interpersonal skills.
- An ability to work under pressure and maintain a solution-oriented mindset in dealing with a wide range of issues.
- Good report writing and IT skills.
- An ability to achieve delivery of competing demands within prescribed timeframes and deadlines.

Competency Framework

Candidates are expected to be able to demonstrate in their application and at interview that they possess these competencies through the experience and skills they have gained to date.

Delivering Quality Work and Services

Implements high standards of service delivery in accordance with the established parameters of the operational plans.

- Understands and complies with the required work quality standards.
- Demonstrates a strong customer service ethos and is an example to both internal and external customers.
- Takes pride in the quality of service delivered and constantly seeks to improve it.
- Regularly reviews and measures the quality of his or her work.
- Immediately reports to his or her supervisor where there is a problem with service quality.
- Discusses quality, improvements and performance measures at every Team Development Plan meeting.
- Undertakes training as required to continuously improve quality work output.
- Contributes ideas and suggestions as to how service activities can be improved.
- Uses feedback from customers on a regular basis and uses this to inform the Team Development Plan and other team review meetings.

Communicating Effectively

Recognises the value of and requirement to communicate effectively.

- Listens, clarifies and checks back to understand someone else's perspective.
- Gets their message across accurately and concisely.
- Checks understanding rather than making assumptions.
- Makes sure that important information is communicated in a timely way.
- Consults others carefully on sensitive or delicate issues.
- Influences others effectively to get support and commitment to proposals or suggestions.
- Responds in a timely and accurate way to requests for information.
- Demonstrates good written and verbal skills where required and has good interpersonal skills.

Identifying Problems and Contributing to Solutions

Employees, through their supervisor, must be alert to any opportunities that arise to do their job in either a better or a more efficient manner.

- Identifies problems or issues at an early point and alerts his or her supervisor.
- Knows the limits of his or her decision-making authority and knows when to refer issues to higher authority for consultation or decision.
- Shows good judgement and balanced decision-making when dealing with risk.
- Participates in regular discussions with other team members to come up with solutions to operational problems.

Salary

The salary scale for the post is:

€51,722, €53,266, €54,844, €56,454, €58,076, (LSI1) €59,967, (LSI2) €61,865 (Max)

In accordance with Departmental Circular Letter EL 02/2011, a person who is not a serving local authority employee on or after 1st January 2011, will enter the scale at the minimum point.

Hours of Duty

The standard working week will be 35 hours per week. The role may, on occasion, include evening and weekend work.

Holders of the post may be called for duty at any time in accordance with arrangements made by local authorities. The Council reserves the right to alter hours of work from time to time.

Candidates are advised to view our [Candidate Information Booklet](#) where they will find further information on the Format of the Competition, our Principal Conditions of Service and General Data Protection Regulation.

The deadline for receipt of applications is 4pm on Friday 19th September 2025.

Guidelines for completing and submitting application forms are available on our website and can be accessed here: [Candidate Information - Cork City Council](#)

We are an equal opportunity employer and through our recruitment process, we welcome and encourage applications from interested and suitably qualified individuals regardless of gender, age, racial or ethnic origin, membership of the traveller community, religion or beliefs, family or civil status, sexual orientation/gender identity or disability.

Local Authority Organisational Structure

(Administration / Management Grades)

Chief Executive

Director of Services

Senior Executive Officer (Grade VIII)

Administrative Officer (Grade VII)

Senior Staff Officer (Grade VI)

Staff Officer (Grade V)

Assistant Staff Officer (Grade IV)

Clerical Officer (Grade III)

HAP Place Finder Administrator (Grade V)