



Comhairle Cathrach Chorcaí
Cork City Council

Job Specification

**Homeless Accommodation
Placement Service [Grade VI]
[3 Year Fixed Term Contract]**

Cork City Council

Closing Date:

4pm, Friday 27th March 2026

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 €362 million for 2026 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, Human Resources, Legal Affairs, 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](#)

Vision, Mission, & Values

Our Vision

Make Cork City Better

Our Values

Public Service

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



Integrity

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



Respect

We treat all people with respect



People Centred

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



Responsible

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



Ambitious

We work to attract investment to the City



Our Mission

People – A City of Welcomes where a Public Service ethos is at the core of how we do business.

Place – An Ambitious, Vibrant, and Sustainable City ready for the future while continuing to deliver high quality services every day.

Prosperity – A Vibrant City of Neighbourhoods, Communities and Businesses working together to deliver on our economic and cultural potential.



THE ROLE

Reporting to the Administrative Officer, Homeless Section, Housing Directorate, the Office Manager in the Homeless Accommodation Placement Service will be responsible for the effective organisation, coordination, and management of the Homeless Accommodation Placement Office, including the supervision and management of staff.

The role supports the delivery of homelessness services by ensuring the efficient operation of accommodation placement processes, administrative systems, and office procedures. The Office Manager will provide leadership in managing operational activities, maintaining service standards, overseeing financial and administrative processes, and ensuring compliance with statutory and organisational requirements.

The successful candidate will play a key role in supporting vulnerable individuals and families by ensuring a responsive, customer-focused, and efficient service. The role also involves stakeholder engagement, performance monitoring, reporting, and contributing to the ongoing development and improvement of the service in line with the objectives of Cork City Council.

DUTIES

Service Management and Operations

- Manage and administer the day-to-day operations of the Homeless Accommodation Placement Office.
- Supervise, support and manage staff, including work allocation, performance management and staff development.
- Develop, implement and review office procedures and operational processes to ensure efficiency and effectiveness.
- Ensure the delivery of a high-quality, customer-focused service to service users and stakeholders.
- Act as the primary point of contact and liaison on operational matters relating to the service.

Financial and Administrative Management

- Oversee financial administration within the section, including monitoring expenditure and ensuring invoices are processed and paid in a timely manner.
- Support budget monitoring and reporting in line with the Council's financial management procedures.
- Maintain accurate administrative and financial records in accordance with organisational requirements.

Governance, Compliance and Risk Management

- Ensure compliance with relevant legislation, regulations and Council policies, including Safety, Health and Welfare at Work requirements.

- Ensure appropriate security procedures are implemented and maintained, including CCTV systems, alarms, and access controls.
- Manage and respond to Freedom of Information requests, data protection requirements and press queries as appropriate.
- Support risk management processes and ensure adherence to internal controls and governance standards.

Information Management and Reporting

- Ensure accurate data management, reporting and record-keeping systems are maintained.
- Prepare reports and provide operational data as required by the Council and relevant Government Departments.
- Co-ordinate with the IT Department regarding the provision, maintenance and effective use of IT systems and equipment.

Facilities and Office Management

- Ensure the office environment is maintained to a high standard, including facilities management and office supply co-ordination.
- Support the maintenance of safe and appropriate working conditions for staff and service users.

Stakeholder Engagement and Service Development

- Liaise with internal departments, external agencies and service providers to support service delivery.
- Contribute to service planning, development and continuous improvement initiatives.
- Promote effective communication and collaborative working relationships across the organisation.

General Duties

- Deputise for more senior staff when required.
- Carry out such other duties as may be assigned from time to time, consistent with the requirements of the post.
- Contribute to the ongoing development of the role and the service.

The above list is not intended to be exhaustive. The post holder may be required to perform additional duties appropriate to the post as assigned from time to time.

QUALIFICATIONS FOR THE POST

Character

Candidates shall be of good character.

Health

Candidates shall be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

Education, Experience, etc.,

Candidates shall on the latest date for receipt of completed application forms for the post:

- a) Hold a minimum of a Leaving Certificate or have passed an examination of at least equivalent standard.
- b) Have at least 3 years satisfactory relevant experience in office management and administration.

Driving License

The holder of the office may be required to drive a motor vehicle in the course of their duties. Accordingly, candidates should hold a current full driving licence for Class B vehicles, free from endorsement or disqualification.

Desirable Skills

The ideal candidate will demonstrate the following knowledge, skills, and experience relevant to the effective delivery of homelessness services within Cork City Council:

- Strong problem-solving and decision-making skills, with the ability to analyse complex situations, identify solutions, and implement effective outcomes.
- A proven ability to deliver high-quality services and manage performance effectively in a busy operational environment.
- Good knowledge and understanding of housing legislation, policy, and regulatory frameworks.
- Relevant experience in office management, administrative management, or a similar operational role.
- Excellent information technology skills, including experience working with administrative systems and data management.
- Experience working with or supporting vulnerable individuals or groups.
- An understanding of the causes of homelessness and the challenges faced by individuals and families who are homeless or at risk of homelessness.
- Knowledge of housing provision structures and housing markets in the Cork area, including the private rental sector.
- Strong organisational, communication, and interpersonal skills, with the ability to work collaboratively with internal and external stakeholders.

Competencies

Candidates should demonstrate competence in the following areas relevant to the role:

- Problem Solving and Decision Making

- Delivering Quality Outcomes
- Managing Performance

COMPETENCY FRAMEWORK

Candidates must demonstrate in their application and at interview (if invited) that they possess the required competencies through the relevant skills, knowledge and experience they have gained to date.

PROBLEM SOLVING AND DECISION MAKING

Understands the context and impact of decisions made. Acts decisively and makes timely, informed and effective decisions.

- Makes timely and reasoned decisions or recommendations, within their area of operation, in a consistent, fair and transparent manner.
- Shows good judgement and balance in making decisions or recommendations.
- Considers the implications for those affected by a decision.
- Encourages team members to come up with potential solutions to operational problems.
- Considers the requirement for inter and cross organisational decision making and actions

DELIVERING QUALITY OUTCOMES

Promotes the achievement of quality outcomes in delivering services, which are linked to the corporate priorities, with a focus on continuous improvement. Evaluates the outcomes achieved against operational plans and implements improvements required.

- Organises the delivery of services to meet or exceed the required standard by collaborating with, instructing and motivating employees and by managing resources effectively.
- Develops and implements measures to achieve compliance with performance standards or benchmarks.
- Critically evaluates outcomes and processes used to achieve them.
- Identifies and implements improvements in core work processes and outcomes.
- Delivers services, projects and tasks on time, within budget and achieving expected performance standards.

MANAGING PERFORMANCE

Effectively manages performance using a performance management system. Builds and leads a positive, diverse and productive team/s. Empowers and encourages people to deliver their part of the operational plan.

- Encourages team members to learn and strive to continually improve their work performance through reflecting, analysing and acting on workplace experiences.

- Delegates tasks and responsibilities to the appropriate levels and provides information, support and encouragement to enable work to be completed successfully and autonomously.
- Accepts accountability for responsibilities that have been delegated.
- Manages under performance or inappropriate behaviour effectively, openly and directly.

Salary

The salary scale for the post is:

€57,895 - €59,276 - €60,960 - €64,126 - €66,017 - €68,367 (LSI 1) - €70,730 (LSI 2)

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 is **35 hours per week**. The role may, on occasion, require evening or weekend work.
- Holders of the post may be required to attend for duty at any time, in accordance with arrangements made by the local authority. The Council reserves the right to alter hours of work from time to time.
- All hours worked will be subject to the provisions of the **Organisation of Working Time Act, 1997** and the **Organisation of Working Time (Regulations) Act, 2001**.

Garda Vetting

This post may come within the scope of the **Local Authorities Garda Vetting Scheme**. Further information is available in our [Candidate Information Booklet](#), which provides details on vetting requirements, the format of the competition, the principal conditions of service, and data protection under the **General Data Protection Regulation (GDPR)**.

Equality, Diversity & Inclusion

Cork City Council is an **equal opportunities employer**. We welcome and encourage applications from suitably qualified candidates, regardless of gender, age, civil or family status, sexual orientation, gender identity, disability, race, ethnic origin, membership of the Traveller community, religion, or belief.

Closing Date

The deadline for receipt of applications is **4:00pm on Friday 27th March 2026**.