



Customer & Business Support Assistant

Permanent Full Time Position

Location: Dumfries & Galloway (primarily home based with some regional travel) with a requirement to attend training and meetings in Dumfries

Salary range: £22,932 - £28,947 with annual incremental progression + competitive benefits package

Hours: 35 hours, working Monday to Friday, 9am to 5pm, with one hour (unpaid) lunch break

About Us

Loreburn is a registered social landlord (RSL) and Scottish Charity, with 2,700 homes across Dumfries & Galloway. Established more than 40 years ago, our vision and mission is to 'create great places to live' by providing good quality, well maintained, and affordable homes.

As a community-based association, we place our tenant facing services at the heart of the communities we serve. Our 'Hub, Home & Roam' working model allows our team to work flexibly, ensuring they can be where they're most needed, supported by the right tools and resources to deliver on our commitments to tenants and communities.

The Role

Our Customer and Business Support colleagues are at the forefront of our housing services provision, providing a helpful and responsive first point of contact service through a range of channels. You'll be dealing with tenancy related enquiries, housing applications and offer signposting advice. The role also performs a variety of business administration support tasks and requires someone who is highly organised and IT proficient, who can manage changing priorities and work effectively both independently and as part of a team in a remote workforce.

What We're Looking For

What's really important is that you have a strong commitment to excellent service delivery and are highly organised in your approach. Experience in a similar customer service similar role would be an advantage and admin experience and IT skills across a range of packages are essential.

The ideal candidate will:

- Have knowledge of the housing sector and/or customer service
- Be comfortable working with a high degree of autonomy
- Possess strong customer service skills and able to handle challenging situations with empathy and professionalism
- Be highly organised with excellent time management skills and the ability to plan tasks and projects.
- Be ICT proficient, particularly across Microsoft packages.
- Be confident to take ownership of issues and proactively seek solutions.

We value potential and a commitment to learning and encourage applicants who may not possess every requirement to find out more.

As a home based role, the ability to work from home in a suitable space, along with access to broadband is required. A driving licence and access to a vehicle will also be necessary.

Please take a look through the [role profile](#) for more information about the role, what's required, and the skills and competencies we're looking for.

Working With Us:

Along with a supportive work environment and a collaborative culture, we offer generous benefits and a great work/life balance.

- Competitive pay and rewards
- Matched pension contributions up to 8% and life cover of 3 x salary
- Salary sacrifice options for pension contributions
- 8 weeks paid holiday (pro-rata) which includes 12 fixed public holidays and a Christmas closure
- Westfield Health Plan – contributions towards a range of services including dental, optical, therapies, counselling and wellbeing services.
- Employee discounts including cashback and high street retail and gym discounts
- Family friendly policies
- Flexible working and a Hub, Home and Roam working model
- Support for continuous professional development and protected learning time
- Strong values-based culture offering autonomy and empowerment

- Paid volunteering days
- Long service rewards
- Professional fees - Loreburn will reimburse one set of annual fees paid by employees for membership of professional institutions when such membership is directly relevant to our work

For a confidential chat about the role, please contact **Caroline Smith, Customer and Business Support Manager** on **07872127019** or via email to carolines@loreburn.org.uk, or **Sarah Thomson, Customer and Business Support Officer** on **07880035301** or saraht@loreburn.org.uk

How to Apply

Apply by completing the online Recruitment Application Form which can be accessed [here](#).

Closing date for applications: 17th October 2025 – 12 noon

Interview date: 28th October 2025

We're committed to making our recruitment practices as accessible as possible for everyone, this includes making any necessary adjustments. If you need us to do anything differently as part of the recruitment process, please let us know.