

We're Hiring!

We're looking for a

NEIGHBOURHOOD OFFICER

To join our East Team, which covers the areas of DG1 and DG10 to DG16, on a full-time permanent basis.

Salary range

£26,582 - £32,417

Hours

The general working pattern of this position is 35 hours per week, between 9am and 5pm, Monday to Friday.

The job

As a Neighbourhood Officer, you will provide a generic housing management service.

You'll have the responsibility for a range of services including all estate/neighbourhood management, lettings and void management, tenancy enforcement, and customer engagement. You'll work closely with your Income and Customer and Business Support colleagues in your Community Team to achieve positive outcomes for our customers and communities. Your notional base will be Dumfries for the purposes of business travel.

The successful candidate will:

- Care about making a difference to people's lives
- Be able to work from home, have appropriate internet/broadband provision and be able to attend on site to your patches regularly
- Demonstrate excellent customer service experience
- Demonstrate high levels of resilience with the ability to plan and organise themselves to deliver outcomes within a fast-paced environment
- Be comfortable with a degree of lone working

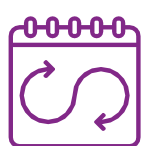


- Manage their time and work tasks – be trusted to get on with things and will need to work efficiently
- Work well as part of a team but also confident to make decisions and use own initiative when needed, taking a pro-active approach, working independently and without close supervision
- Deliver excellent performance results and outcomes
- Be IT literate and confident across most Microsoft packages
- Be pro-active and take ownership of issues, using initiative to find solutions

What makes us GREAT?

We're an award-winning organisation that offers generous conditions and a great work/life balance.

Take a look at some of the benefits you'll enjoy:



Flexible working



Early finish Fridays



Home-based working



Career development



Protected learning time



Paid holiday



Generous pension scheme with life cover



A creative workplace



Westfield Health

Have a look at the Role Profile for more details. For a relaxed discussion about the position, please contact Caroline Smith, Community Team Manager East on 01387 321363 or via email at carolines@loreburn.org.uk

Closing date for applications: Tuesday 9 August 2022

Interviews: 18 August 2022

