



Property Services Officer

(2 posts)

Location: Dumfries & Galloway - Homebased and agile with travel across Dumfries and the East region. May be required to cover other locations from time to time.

Salary range: £38,500 – £42,630 + competitive benefits package + on call rota payments

Hours: 35 hours each week worked Monday to Friday, Permanent position

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

As the Property Services team is expanding, we are looking for two new Property Services Officers to join the team, you will play a key role in ensuring our homes are safe, well maintained, and meet the needs of our customers. You will work closely with tenants, contractors, and colleagues to deliver high-quality property services that support our commitment to providing Great Homes.

The role involves managing a range of property-related activities, including investment programmes and retro fit works. You will monitor contractor performance, ensure works are completed to agreed standards, and help deliver value for money while maintaining a strong focus on customer satisfaction.

You will be responsible for:

- Managing and monitoring repairs, maintenance, and property improvement works.
- Supporting the delivery of investment programmes, Retro fit works and damp and mould
- Ensuring compliance with relevant health and safety, regulatory, and property standards.
- Liaising with customers to resolve property-related issues and ensure a positive customer experience.
- Monitoring contractor performance, quality, cost, and timescales.
- Carrying out property inspections and post-inspections as required.
- Maintaining accurate records and updating housing and asset management systems.
- Investigating and responding to customer enquiries, complaints, and service requests.
- Working collaboratively with internal teams and external partners to deliver effective property services.
- Contributing to the continuous improvement of services and processes.

This is an exciting opportunity for someone who is passionate about delivering excellent property services, improving customers' home.

While this role is home based, there is a requirement to regularly attend patches, in person meetings, and training events at locations across the region we therefore have a business need for the post holder to be within close proximity of the patch which is within the East of the region covering Dumfries.

What We're Looking For

We are looking for a motivated and customer-focused individual who is passionate about delivering high-quality property services and making a positive difference to our communities

- Experience working within property services, housing, asset management, repairs, maintenance, or a related environment.
- Knowledge of property maintenance, planned works, compliance requirements, and contractor management.
- Strong organisational skills with the ability to manage competing priorities and meet deadlines.
- Excellent communication and interpersonal skills, with a commitment to delivering outstanding customer service.
- The ability to build positive working relationships with tenants, contractors and colleagues.
- Experience monitoring performance, maintaining accurate records, and producing reports.
- A proactive approach to problem-solving and continuous improvement.
- Good IT skills, including experience using Microsoft Office applications and housing or property management systems.
- An understanding of health and safety responsibilities and relevant property compliance requirements.

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
- Wellbeing Time – alternative to a 34-hour week. Staff have 49 hours (pro-rata) throughout the year to offer greater flexibility and support to health and work/life balance
- Westfield Health Plan – contributions towards a range of services including dental, optical, therapies, counselling and wellbeing services.
- Employee discounts including Blue Light card, 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 membership of a relevant institute can be paid by Loreburn

For a confidential chat about the role, please contact Lynne Buchanan, Head of Property Services on 07850506996 or email LynneB@Loreburn.org.uk

How to Apply

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

Closing date for applications: 9am Tuesday 15th September 2026

Interview date: Wednesday 30th September 2026

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.