



Housing Officer (West)

Fixed Term until 31 December 2026

Location: Dumfries & Galloway - covering DG8 and DG9 postcode areas. Homebased and agile with travel across the region.

Salary range: £33,343 for candidates who can demonstrate the core skills and potential to succeed in the role, even if new to housing.

£38,500 - £42,630 for candidates who hold a relevant CIH or other qualification and/or can demonstrate housing management experience.

+ competitive benefits package which includes 40 days annual leave including public holidays, plus additional wellbeing days, 8% employer contribution pension scheme and salary sacrifice options, and more.

Hours: 35 hours each week, worked Monday to Friday. Fixed term contract until 31 December 2026 (Maternity cover).

This is a fantastic opportunity to build a career in housing, and we actively encourage applications from those who may not have worked in the sector before but have the right values, transferable skills, enthusiasm and commitment to be successful in a tenant centred housing management role.

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

You'll be responsible for managing a patch of homes and providing a generic housing management service, covering tenancy and estate management, empty homes and lettings,

rent accounts, tenant and community engagement, and tenancy enforcement. You'll provide excellent services to tenants by:

- Building positive relationships - with our tenants and local communities.
- Handling a wide range of enquiries and tenancy-related issues.
- Supporting tenants to sustain successful tenancies.
- Resolving problems and finding practical solutions.
- Working with colleagues and partner agencies to achieve positive outcomes.
- Helping create well maintained, safe, sustainable neighbourhoods.
- Managing a varied workload and balancing competing priorities.

Our Housing Officers embody our 'tenant first' ethos - listening to tenants, responding with empathy and professionalism and working in partnership to deliver services that make a lasting, positive impact.

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 in the West of the region which will cover Stranraer and the Rhins, Newton Stewart and south Machars.

What We're Looking For

Whilst previous housing experience would be an advantage, we know great candidates can come from a wide variety of backgrounds. You'll need:

- A tenant-focused approach and commitment to delivering excellent service.
- Good organisational skills, IT proficiency including Microsoft packages and the ability to manage a varied workload.
- The ability to build trust and develop positive relationships.
- Strong problem-solving and decision-making abilities.
- Excellent communication skills and the ability to manage difficult conversations with confidence and empathy.
- The ability to work independently and collaboratively, as part of a team.

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 David Ewing, Community Team Manager (West) on 07593530315 or via email to davide@loreburn.org.uk

How to Apply

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

Closing date for applications: 9am on Friday 7th August 2026

Interview date: Monday 17th August 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.