



Housing Officer (West)

Location: Dumfries & Galloway – Home based, with regular travel across the region. This role will primarily cover the West of the region, specifically postcode areas DG7, DG8 & DG9.

Salary range: £32,372 - £40,347 FTE (subject to pay review) + competitive benefits package + on call rota payments

Hours: 35 hours each week, worked Monday to Friday. Fixed term contract up to 9 months (maternity cover).

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

Housing Officers are at the heart of our communities, delivering high quality housing management services within a defined 'patch' area within the West of the region. This is a generic role, covering tenancy and estate management, voids and lettings, income collection, tenancy enforcement and tenant and community engagement.

Housing Officers maintain a visible and responsive presence in our communities, building strong relationships with tenants and addressing a range of housing matters. The role involves regular home visits and requires resilience, empathy and professionalism when working with tenants who may be experiencing a range of complex circumstances.

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 within the West of the region covering Stranraer, Newton Stewart, South Machars and Gatehouse of Fleet.

What We're Looking For

What's really important is that you have a strong commitment to delivering an exceptional service experience, are an effective communicator and able to work autonomously and independently.

The ideal candidate will:

- Have housing sector knowledge and experience.
- CIH Level 2 or 3 qualification or appropriate experience and willingness to work towards.
- Be able to build strong professional relations with tenants.
- Possess strong customer service skills.
- Be highly organised with excellent time management skills.
- Be ICT proficient, particularly across Microsoft packages.
- Be confident to take ownership of issues and proactively seek solutions.
- Participate in the on call rota

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 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 David Ewing, Community Team Manager 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 Wednesday 25 February 2026

Interview date: Wednesday 4 March 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.