Housing Officer (East)
Maternity Cover

Join us wherever you are in your career journey

Location: Dumfries & Galloway – Home based, with regular travel across the region. This role will primarily cover the East of the region, specifically postcode areas DG5 and some DG7 (Dalbeattie, Springholm and Crocketford). Access to hot desking in Dumfries.

Salary range: £20,005 (FTE £33,343) for candidates who can demonstrate the core skills and potential to succeed in the role, even if new to housing.

£23,100 - £25,578 (FTE £38,500 - £42,630) for candidates who hold a relevant CIH, or other comparable and relevant qualification, and/or can demonstrate housing management experience.

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

Hours: 21 hours each week, worked Monday to Wednesday. Fixed term contract up to 12 months (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 within the East of the region covering Dalbeattie, Springholm and Crocketford.

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 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

If you're not sure whether your experience matches the role exactly, we encourage you to apply. Or, for a confidential chat about the role, please contact Karen Duncan, Housing Team Manager (East) on 07872126983 or via email to KarenD@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 Tuesday 17th November 2026*

Interview date: Wednesday 25th November 2026

**We may close this vacancy early if we receive sufficient interest from suitable candidates. Please don't delay in submitting your application.*

Please visit Information for Candidates for advice and information about the recruitment process.