



## Housing Officer (East) Part Time (14 hours per week)

**Location:** Dumfries & Galloway (regular travel within the region required)

**Salary range:** £32,372 - £40,347 FTE (£12,948 - £16,138 pro-rata) + competitive benefits package + on call rota payments

**Hours:** 14 hours each week (0.4 FTE) worked Thursday and Friday

### 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 East 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 East of the region which will cover Dumfries and surrounding area.

## 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

For a confidential chat about the role, please contact Karen Duncan, Community Team Manager (East) on 07872126983 or [KarenD@Loreburn.org.uk](mailto: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 Thursday 18<sup>th</sup> September 2025

**Interview date:** Thursday 25<sup>th</sup> September 2025

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.