

Role Profile

Housing Officer (Generic)

Operations Directorate

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| Reporting Structure | Reporting directly to the Community Team Manager and contributing to Loreburn's Operations Directorate |
| Salary Band | Band F: £ - £ + on call rota payments Appointment to the salary scale point will be dependent upon skills and experience. Salary progression will occur annually on an incremental basis until the top of the scale is reached, provided delivery of role requirements are demonstrated. |
| Contract & Hours | 35 hours per week, Monday-Friday. (9am-5pm each day with 1 hour lunch break). Participation in out of hours on call rota is a contractual requirement for which separate payment is made. |
| Workbase | Home based , with a requirement to be patch based regularly and to attend in person meetings and training events at locations across the region. A notional base of Dumfries is allocated and used to calculate working hours and any required travel time. A dedicated home workspace with reliable internet connectivity is essential. Loreburn will provide all necessary IT equipment, including financial help to set up a comfortable and productive workspace. |

Role Summary

Housing Officers are at the heart of our communities, delivering high quality housing management services within a defined 'patch' area. 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. Tenants may often be experiencing challenging life circumstances, such as trauma, fuel poverty, hoarding or poor mental health, requiring emotional resilience and sound judgement.

Strong performance will be essential, as the role is accountable for the effective management of the patch, managing competing priorities effectively and delivering results in line with organisational standards and service targets. A key part of the role is balancing rent collection with tenancy sustainment, using early intervention and support to achieve positive outcomes and successful tenancies.

Above all, 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.

Our Service Commitment

Delivering a great service experience runs through all we do at Loreburn. This commitment extends to how we work with one another internally, building a culture of respect and professionalism in every interaction.

We take pride in taking ownership of issues, focusing on effective solutions, and applying the principles of our MGI customer service training to deliver consistently high standards. Whether resolving a tenant query, supporting a colleague or leading a team, we are all responsible for creating an experience that feels responsive and solution focused.

This means we:

- Demonstrate care and professionalism in our interactions
- Use initiative to resolve issues and avoid unnecessary delays
- Take personal accountability for the quality of service provided
- Apply learning from our MGI training to enhance service experience
- Work together to deliver joined-up services and support
- Are proactive in improving services and sharing good practice

Regardless of role, it's essential that the postholder shares this commitment, helping us deliver an exceptional service experience for everyone we connect with.

Key Responsibilities

Tenancy & Neighbourhood Management

- Being highly visible within patch area, taking an active role in getting to know tenants and understanding local issues in order to support resolution wherever possible.
- Act as the key point of contact for tenants within your patch, providing accessible and solution-focused support across all areas of tenancy and property management.

- Deliver tenancy services in a compassionate, respectful, and responsive manner, resolving issues, including complaints, at first point of contact where possible.
- Build strong, professional relationships with tenants by being visible in the community, undertaking regular estate inspections and home visits.
- Maintain high standards across estates and communal areas, addressing concerns promptly and working with other teams and contractors as required.
- Provide advice and resolving queries around maintenance and repairs.
- Identify and sensitively manage situations involving vulnerability, hoarding, safeguarding or trauma, escalating concerns in line with procedures.
- Calling case management meetings with colleagues from other teams to ensure queries, issues or complaints are fully resolved, and that timely progress reports can be provided to tenants.

Lettings & Void Management

- Manage the lettings process, including viewings, tenancy sign ups and follow up to ensure new tenants are welcomed and supported to establish successful tenancies.
- Minimise void periods and rental income loss by letting homes efficiently and sustainably.

Income Management

- Maximise rent and service charge collection by establishing strong payment habits from tenancy start and through proactive monitoring, engagement and early intervention.
- Monitor rent accounts, including former tenant arrears, agree payment arrangements and take appropriate recovery action where needed in line with policy.
- Provide clear and supportive advice on rent obligations, basic welfare benefits and budgeting.
- Support possession proceedings where necessary, working with the Income Management Officer.
- Work with colleagues and partners to support tenants in financial difficulty, including referrals, benefit checks and funding applications.

Tenancy Sustainment

- Promote tenancy sustainment through early identification of risk and partnership working with statutory and third sector agencies.
- Support tenants to access relevant advice or support services that improve their wellbeing and financial resilience.
- Submit and manage requests for financial assistance or charitable grants to support tenancy sustainment and reduce hardship.

- Investigate reports of anti social behaviour (ASB), neighbour complaints and tenancy breaches, taking timely and proportionate action in accordance with policy.
- Liaise with statutory agencies to jointly manage complex or persistent ASB cases.
- Record all ASB interventions, ensuring accurate case management records are maintained.

Tenant Engagement and Experience

- Gather and use tenant feedback in a range of ways to identify areas for improvement and to inform service development.
- Develop local plans to reflect neighbourhood priorities.
- Encourage and support tenant involvement in local and organisational decisions, including shareholding membership of the Association, ensuring tenants' views help shape services and priorities.
- Promote opportunities for tenants to engage in community activities and strengthen local networks.

Service Delivery, Improvement & Administration

- Meet agreed service performance standards, KPIs and targets across all areas of responsibility.
- Maintain accurate and timely records using the HomeMaster CRM system.
- Ensure compliance with health and safety procedures, including reporting concerns and adverse events, providing tenant advice on issues such as fire safety and damp and mould.
- Ensure robust quality assurance and governance practices by keeping accurate and up to date records across all areas of work. This includes maintaining clear audit trails for all key documents.
- Develop and maintain effective working relationships with external partners and agencies to support positive outcomes.
- Contribute to organisational projects or priorities, sharing ideas and feedback for continuous improvement.
- Work effectively as part of a remote team, attending in person meetings and training sessions as required.

General

- Take responsibility for own professional development, participating in training and learning opportunities and keeping up to date with changes in legislation, standards and best practice.
- Comply with organisational policies and procedures.
- Demonstrate awareness of own wellbeing and safeguarding responsibilities in all duties.
- Promote Loreburn's values and commitment to high quality service and tenant focus through all work activities.

- Support team projects by assisting with planning, monitoring, risk identification, and reporting progress as required.
- Help maximise effective use of information technology systems to support efficient service delivery.
- Contribute to the continuous improvement of services by identifying opportunities for quality assurance checks and service reviews.
- Provide support to other teams as and when required to meet service requirements and customer service related duties. This may include project working and/or job rotation.

This role profile is not intended to be exhaustive and may not encompass all tasks and responsibilities. Any other responsibilities required will be appropriate to the role and salary grade.

Person Specification

| Category | Requirement | Essential or Desirable |
|---------------------------------------|--|------------------------|
| Qualifications | Educated to SVQ Level 3/4 or equivalent e.g., GCSE/O Level Maths and English Grades A – C. | E |
| | CIH Level 2-3 qualification or relevant level of work experience with willingness to obtain qualification within set timescales. | E |
| Knowledge & Experience | Housing sector experience (similar role desirable). Must be able to demonstrate that skills, personal qualities and experience equip the candidate to take on the role. | E |
| Abilities, skills and attitude | Excellent customer service skills with strong interpersonal skills communicating clearly and effectively with the ability to represent self and organisation positively, navigating sensitive situations with tact and diplomacy while taking a caring and compassionate approach. | E |
| | Confidence in making independent decisions and taking a proactive approach to problem-solving and decision-making. | E |
| | ICT proficiency, including skills in the use of Microsoft packages including Office 365 Teams. | E |
| | Excellent time management and organisation skills with ability to plan tasks dealing with any reactive issues timely. | E |
| | A collaborative mindset and ability to work effectively with others. | E |

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| | Demonstrates personal accountability by understanding what is expected, delivering work to a high standard, addressing issues promptly and escalating matters appropriately when needed. | E |
| | Self-motivated and resilient with the ability to work autonomously and be comfortable with the degree of independent working the role entails remaining a positive contributor even when things get difficult. | E |
| | Are open to creativity, innovation and challenging the status quo to achieve more, learn and grow. | E |
| | Demonstrable commitment to Loreburn's GREAT values. | E |
| General | Adequate internet connectivity from home and a suitable space to work from that can be productive, private, and comfortable. | E |
| | Possession of a full UK driving licence (maximum 3 penalty points) and access to a vehicle with suitable insurance cover for business use. | E |
| | Flexibility, including a willingness and ability to travel to accommodate visits, meetings or training sessions as required; and including occasional working outside of core hours to meet tenant or organisational needs. | E |
| | Ability to participate in out of hours on call rota. | E |

A basic disclosure will be required for this role.

Summary of Key Terms & Conditions

- **Salary:** £ - £ with annual progression
- **Hours:** 35 hours each week – working Monday to Friday, 9am to 5pm
- **Annual Leave:** 8 weeks including allowance for public holidays.
- **Pension contributions:** 5% employee contribution and 8% employer contribution with additional option for salary sacrifice.
- **Probationary period:** 4 months/2 months (external/internal appointments)
- **Access to broadband** and an adequate space to work from is required of this post

We believe that a healthy work-life balance is essential to the overall health and wellbeing of our people. Alongside some great terms and conditions we offer a range of benefits designed to support everyone at Loreburn, both in and out of work.

Other Benefits

- Flexible working options
- Employee discounts
- Family friendly policies
- Westfield Health cover and cash plan
- Health and wellbeing initiatives
- Paid volunteering days
- Learning and development culture
- Long Service rewards
- Paid professional fees
- Wellbeing Time – alternative to a 34-hour week. Staff have 49 hours (pro-rata) throughout the year

Loreburn's GREAT Values

Our GREAT values define who we are and guide all that we do. They reflect our commitment to our tenants and shape our interactions and ways of working -



We believe our values create a positive and inclusive environment where we can deliver GREAT services and GREAT places to live.