

Role Profile

Later Living Officer

Later Living – Housing Services

Operations Directorate

Reporting Structure	Reporting directly to Team Manager (East) or (West)
Salary Band	Band E: £29,329 - £37,142 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 (9-5pm)
Workbase	East - Designated Later Living development in Dumfries, with travel to other Dumfries based sites to provide cover when required and/or to attend training events / meetings. West – Designated Later Living Development in the West, with travel to other sites in the West to provide cover when required and/or to attend training events / meetings. Please note on occasion you may be required to travel between East and West if the need arises (we expect this to be very minimal)

Role Summary

Later Living Officers (LLOs) are at the heart of our communities, delivering a high quality enhanced housing management service that builds vibrant, well managed communities. Based within a Later Living development, LLOs provide direct advice and assistance with tenancy matters, responding to tenant enquiries and concerns promptly and professionally.

The role has a broad range of responsibilities, including tenancy management and income management (including rent arrears and sign posting for benefits etc.) buildings and estate management, health and safety, lettings and voids, tenancy sustainment and tenant engagement. LLOs oversee the day-to-day management of the development and its tenancies, ensuring a safe, well-maintained, and supportive environment for tenants.

At times, LLOs may encounter complex situations, such as behaviours that challenge, fuel poverty, hoarding, or tenants affected by trauma or serious health conditions. Resilience, empathy and strong problem solving skills are essential, along with the ability to escalate safeguarding concerns to the appropriate authorities such as adult support and protection.

Strong organisational and communication skills are essential, as well as the ability to work both independently and as part of a wider team. LLOs must be adaptable to changing priorities, ensuring services are delivered effectively and in line with organisational objectives.

This is a tenant facing role that requires a commitment to enhanced tenant satisfaction, building professional relationships with tenants and contributing to the overall success of the Later Living service. The ability to work independently is required, and support from colleagues and the Housing Team Manager will always be available.

This role will be based in a Later Living development and may also provide cover to other similar developments.

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 Mary Gobar International (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

- Being the main point of contact for tenants in the development and for prospective tenants, responding to enquires, providing advice and signposting to relevant support services as required.
- Welcoming new tenants, making sure they are aware of the services and understand their rights and responsibilities of the tenancy agreement.
- Providing advice and support with rent obligations, taking steps in line with policy and working with Housing Officers to maximise rent and ensure tenants are supported.
- Ensuring a Development plan is in place and maintained for your site.
- Carrying out inspections of homes before and after they become vacant. Coding and raising works orders via Homemaster for works required and ensuring completed works meet Loreburn's lettable standard.
- Undertaking regular inspections of the building (daily visual and monthly internal and external inspections) to ensure the safe management of the building and services. Reporting defects and ensuring these are completed timely.
- Ensuring good governance of record keeping and data management ensuring all documents are kept up to date and safety records are kept updated and accessible.
- Resolving tenant queries around maintenance and repairs.
- Resolving any nuisance and anti-social behaviour issues.
- Resolving complaints at first point of contact wherever possible.
- Updating the Customer Relationship Management system so that communications are managed effectively.
- Working alongside third sector partners and others to offer a range of services that enhance the lives and opportunities for tenants.
- Ensuring compliance with H&S responsibilities such as fire alarm testing, adverse event procedures and highlighting any concerns during visits. Providing relevant information to tenants on living safely in their homes such as fire safety, damp and mould prevention etc.
- Ensuring high levels of cleanliness throughout the development/s (which includes line managing and providing direction to cleaning staff as necessary)
- Consulting with tenants on matters which affect their home, environment and services, ensuring they have opportunities to shape service delivery.
- Facilitate engagement and social activities to provide opportunities which contribute to social inclusion and reducing loneliness and isolation.
- Ensure tenants are updated with regards to cyclical maintenance and any works or repairs due in the development.
- Undertaking as necessary housing needs analyses, identifying tenancy/building and safety issues and where necessary escalating and making referrals to other services.
- Line management responsibilities for the cleaners in the Later Living Developments.

This role profile is not intended to be exhaustive and may not encompass all tasks and responsibilities. Any other responsibilities required of the role 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., GSCE/O Level Maths and English Grades A – C or equivalent level of experiential learning.	E
	CIH Level 2 qualification or relevant level of work experience.	E
	Evidence of continuous learning and development link to a relevant subject.	D
Knowledge & Experience	Have experience of a similar role/environment in your current or previous jobs or can demonstrate that your skills, personal qualities and experience equip you to take on the role.	E
	Have a good understanding of the vulnerabilities and challenges faced by older people.	E
Abilities, skills and attitude	Excellent customer service skills with ability to represent self and organisation positively, while taking a caring and compassionate approach.	E
	A collaborative mindset and ability to work effectively with others.	E
	ICT proficiency, including skills in the use of Microsoft packages including Office 365 Teams.	E
	Are resilient and can remain a positive contributor even when things get difficult.	E
	Strong interpersonal skills communicating clearly and effectively and able to navigate sensitive situations with tact and diplomacy. Able to demonstrate empathy and respect whilst also having the confidence to manage communications appropriately.	E
	Can take ownership of issues and be accountable for your actions and decisions, having initiative and confidence to act fairly and effectively.	E

	Ability to remain calm under pressure – when dealing with an emergency and when managing multiple demands.	E
	Self-motivated with the ability to work autonomously and be comfortable with the degree of independent working the role entails.	E
	Excellent time management and organisation skills with ability to plan tasks dealing with any reactive issues timely.	E
	Demonstrable commitment to Loreburn's core values.	E
General	Flexibility, including a willingness and ability to travel to accommodate meetings or training sessions within Dumfries & Galloway area and occasional working outside of core hours to meet tenant or organisational needs.	E
	Possession of a full valid driving licence, with access to a vehicle and ability to travel across the region to attend other Later Living sites.	E

A basic disclosure will be required for this role.

Summary of Key Terms & Conditions

- **Salary:** £29,329 - £37,142 with annual progression
- **Hours:** 35 hours each week – working Monday to Friday 9-5pm
- **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:** 6 months

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 -

G R E A T				
Growth Mindset	Respect	Exceptional Tenant Experience	Accountable	Together
We learn, grow and change to be the best we can be.	We care about all that we do and treat others with fairness, empathy and professionalism.	We are responsive and deliver a positive and professional service.	We take ownership of our responsibilities and deliver on our commitments.	We collaborate and work as 'one team' to achieve shared success.

We believe our values create a positive and inclusive environment, enabling us to give our best and deliver GREAT services, and GREAT places to live.