

Role Profile

Sustaining Communities Officer

Post based within the Sustaining Communities Team across Dumfries and Galloway Structure

Reporting Structure	Reporting directly to the Communities Team Manager and contributing to Loreburn's Housing Services Directorate
Salary Band	Band E: £29,329 – £37,142 New appointments are expected to start at the lower end of the pay scale. 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	Permanent - 35 hours per week, Monday – Friday. Fixed term to end February 2028.
Workbase	Home based , with a requirement to regularly attend tenant's homes, as well as in person meetings and training events at locations across the region. Loreburn reserves the right to appoint a notional base. 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. This role will primarily cover the West of the region DG5, DG6, DG7, DG8, DG9. However, regular travel across the region is essential.

Role Summary

Sustaining Communities Officers provide a dedicated service to those who require help to be self-reliant by signposting and introducing tenants with complex needs or requirements to the right agencies to support them in their tenancy. Delivering a range of Pre-Tenancy Workshops across the region to enhance awareness and preparedness for those moving into their first home.

The role requires resilience, empathy and professionalism when working with tenants who may be experiencing a range of complex circumstances. This role will manage approximately 40 cases, working closely with tenants from a few weeks to a few months to make a real difference.

A collaborative approach will be an essential part of this role, proactively identifying and working alongside a number of local organisations and agencies to achieve positive outcomes for both customers and communities.

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, this commitment underpins how we work. For those in leadership and management roles, it also means creating the conditions for others to succeed: modelling our values, leading by example and ensuring teams are equipped and empowered to deliver an exceptional service experience for everyone we connect with.

Key Responsibilities

- Work with individuals and families taking on new tenancies to ensure they are able to establish and maintain their tenancy and are aware of support options available.
- Support with complex issues. These may vary from health, to financial, to issues in the home such as hoarding, or may involve home moves where specialist housing is required, or you may be helping someone to furnish their first home.
- Take ownership of issues, focussing on providing personalised solutions (at first point of contact wherever possible) – and keeping tenants and others up to date.
- Trying to involve tenants within their communities so they have support from the local network, encouraging social participation and reducing isolation.

- Providing advice and support with financial obligations, signposting to agencies who can support with debt.
- Supporting tenants to make applications for benefits and grants to help them when they need financial support for furnishings, where they have had an additional child or for specialist equipment/adaptations in cases of disability.
- Helping tenants to remain in their own homes rather than having to be hospitalised by putting them in touch with the right agencies or helping them to apply to move to more suitable option.
- Updating all relevant partners, agencies and stakeholders of activities and progress in a professional manner, ensuing sharing of data is carried out appropriately.
- Working alongside numerous partner agencies to offer a range of services that enhance the lives and opportunities for tenants and communities
- Accurate logging and reporting of caseload, including compiling case studies.
- Planning and implementation of pre-tenancy workshops to increase awareness and understanding of the key elements required to sustain a tenancy.
- Gathering relevant feedback from tenants and stakeholders to help shape the service, identifying any areas for improvement as well as any support gaps within the region.

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 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 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	Able to demonstrate a high level of literacy and numeracy, e.g. Minimum of National 5 or GCSE equivalent in English and Maths.	E
	Administration qualification or able to demonstrate experience of working in a similar environment. (We welcome candidates currently studying for any related qualifications).	E
	Level 3 CIH certificate.	D
Knowledge & Experience	Knowledge and competence with Microsoft Office including Word, Teams, Excel, MS Surveys, PowerPoint and Outlook. Other packages desirable.	E
	Experience of working in a tenancy sustainment post in a similar role or environment.	D
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
	High level of attention to detail to produce accurate work.	E
	Excellent time management and organisation skills with ability to plan tasks dealing with any reactive issues timely.	E
	Demonstrates personal accountability by understanding what is expected, delivering work to a high standard, addressing issues promptly and escalating matters appropriately when needed.	E
	ICT proficiency, including skills in the use of Microsoft packages including Office 365 Teams and being comfortable in learning/keeping abreast with technology developments, such as Power BI.	E
	A collaborative mindset and ability to work effectively with others.	E
	Self-motivated and resilient with the ability to work autonomously and with minimal supervision and to be	E

	comfortable with the degree of independent working the role entails.	
	Capable of managing sensitive information with discretion and to maintain strict confidentiality at all times.	E
	Excellent networking and collaborative skills, taking accountability for task completion and ensuring positive outcomes.	E
	Demonstrable commitment to Loreburn's core values.	E
General	Adequate internet connectivity from home and a suitable space to work from that can be productive, private, and comfortable.	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
	Possession of a full UK driving licence and access to a vehicle with suitable insurance cover for business purposes.	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
- **Annual Leave:** 8 weeks including allowance for public holidays.
- **Pension contributions:** Minimum 5% employee contribution and 8% employer contribution with additional option for salary sacrifice.
- **Probationary period:** 6 months
- **Access to broadband** and an adequate space to work from is required of this post
- **Travel throughout D&G region** will be a requirement and is reimbursed at a rate of 0.45 pence per mile.

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 where we can deliver GREAT services and GREAT places to live.