

Role Profile

Sustaining Communities Officer

Post based within the Sustaining Communities Team across Dumfries and Galloway

Reporting Structure	Reporting directly to the Communities Team Manager and contributing to Loreburn's Housing Services Directorate
Salary Band	Band E: £28,754 - £36,414 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	Fixed term to 31 st October 2025 working 35 hours per week, Monday-Friday.
Workbase	Home based , with a requirement to regularly attend tenant's homes, as well as in person meetings and training events across the region. 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 and DG9. However, regular travel across the region is a requirement.

Role Summary

As a Sustaining Communities Officer you will provide an enhanced management service to those who require help to be self-reliant, signposting and introducing tenants with complex needs or requirements to the right agencies to support them in their tenancy. Together with your Neighbourhood Officer and Income and Customer and Business Support colleagues in your Community Team you'll collaborate and work to achieve positive outcomes for our tenants and communities.

You will be managing a caseload of about 30 tenants at any one time, some you will work with for a few weeks and others for up to three months. There'll be lots of variety in what you do, and without doubt, you will have a chance to make a real difference.

You will need to genuinely care about people and be a friendly and approachable person who prefers working together to solve problems. You will need to be able to work by yourself and take ownership of issues and be confident to make decisions, occasionally tackle some difficult conversations and to take action when you need to. There will be lots of rewards too – as together we build on our work to create GREAT places to live where you will see people and communities thrive.

Our Service Commitment

Delivering a great tenant and customer experience runs through all we do at Loreburn and this extends to our internal colleagues as well as those outside the organisation. We prioritise taking ownership of issues, focussing on effective solutions, and applying the tools and techniques from our globally recognised MGI customer service training programme. It's essential that the postholder shares this commitment, helping us ensure an exceptional service experience for everyone we connect with.

Key Responsibilities

- Work with individuals and families 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.
- Providing advice and support with rent 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, maybe where they have had an additional child or for specialist equipment or furnishings 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 a Later Living property where they will have the support of the Later Living Team.
- Updating our Customer Relationship Management system so our communications are managed effectively
- Working alongside third sector partners and others to offer a range of services that enhance the lives and opportunities for our tenants. Helping to set up a network of Community Agents in our outlying villages and leading this small team of volunteers.

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, eg. Minimum of National 5 or GCSE equivalent in English and Maths	E
	Basic knowledge and competence (as a minimum) with MS Word, Teams, Excel and Outlook	E
	CIH Level 2 qualification or willingness to work towards level 2 and level 3	D
	Evidence of continuous learning and development linked to a relevant subject	D
Knowledge & Experience	Have housing sector knowledge or experience of tenancy sustainment in your current or previous jobs or can demonstrate that your skills, personal qualities and experience equip you to take on the role	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
	Excellent time management and organisation skills with ability to plan tasks and workload.	E
	Have confidence in 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
	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	E

	whilst also having the confidence to manage communications appropriately.	
	A collaborative mindset and ability to work effectively with others.	E
	Self-motivated with the ability to work autonomously and with minimal supervision and to be comfortable with the degree of independent working the role entails.	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
	Capable of managing sensitive information with discretion and to maintain strict confidentiality at all times.	E

A basic disclosure will be required for this role.

Summary of Key Terms & Conditions

- **Salary:** £28,754 - £36,414 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 up to 8% matched employer contributions 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
- Volunteering days
- Learning and development culture

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 -



GGROWTH MINDSET

We aim to be the best and continue to learn, grow and change to achieve this.



RESPECT

We care about all that we do and how we do it.



EXCEPTIONAL TENANT EXPERIENCE

We always put our tenants first, with a strong commitment to positive and proactive ways of working.



ACCOUNTABLE

We are responsible for all that we do and we're happy to learn from our successes or failures.



TOGETHER

We deliver our best results when we work as a team.

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

