



Tenancy Support Officer

Salary: £22,000, full time
Closing: 20th September 2019
Location: Glasgow base with travel to surrounding areas
Website: www.homesforgood.org.uk

Role Overview

We are looking for a highly motivated Tenancy Support Officer to join our fast based & dynamic professional family. Always working to our core values of being kind, honest, friendly and fair we provide a high standard of service to all our customers (tenants and landlords alike), ensuring quality by investing in the team's expertise and always willing to go the extra mile to get the job done.

Due to the growth of our Social Business Group we are currently looking to recruit a Tenancy Support Officer with experience supporting vulnerable adults. This post will be based in Bridgeton, Glasgow and will involve travel around Greater Glasgow and Ayrshire to provide person-centred support to our tenants in their homes.

You will play a key role in helping us support our tenants through providing innovative person centred support and excellent customer service to help them sustain their tenancies in happy, stable homes.

Who we are

Homes for Good is Scotland's first social enterprise letting agency, now forming part of a dynamic social business group that is dedicated to finding new and innovative approaches to tenancy support & sustainment.

Our focus is on leading by example in the private rented sector, creating safe happy homes for tenants and sounds investments for landlords. Working across Glasgow and beyond, our relationships and customer care standards with tenants and landlords alike set us apart from the rest of the industry. We specialise in working with tenants in social housing need, and our additional services such as energy efficiency advice, financial health, interior design and employability make Homes for Good unique. We work with third sector partners to



maximise our charity and social enterprise supply chain, ensuring that our spend and profits are reinvested in changing people's lives.

The team is made up of a select group of experienced, enthusiastic people with one thing in common – a clear commitment to creating secure, quality homes for our tenants & enabling landlords to successfully manage their investments.

Recent recognition for our work includes, our Director, Susan Aktemel, being awarded the Cambridge Social Innovation Award from the Cambridge Centre for Social Innovation & was noted as one of the top 100 Changemakers in Housing in the UK by the Big Issue.

Key Responsibilities

- Engaging with tenants regularly through telephone calls and home visits, ensuring regular communication
- Undertake tenant catch-ups, including assessing condition of property, and documenting through Homes for Good's reporting systems
- Identifying individual needs of tenants, working with them & support them to access additional services from partner agencies as required to help them progress in their tenancy and improve their lives
- Work with colleagues to develop innovative solutions and test projects to tackle challenges for people accessing the private rented sector
- Ensuring tenancy paperwork is up to date and we are aware of the future plans of our tenants
- Assisting tenants in completing application forms and appealing benefit decisions as required, including preparing and collating evidence and attending appeal hearings in person and over the phone
- Support potential tenants in the initial stages of looking for a home, including telephone enquiries, viewings and applications as required
- Working in partnership with the rest of the Homes for Good team to ensure the best possible service is provided
- Encouraging tenants to participate in our Tenancy Events programme, run through our Tenancy Support Hub



Skills/ Aptitudes Required

- Highly motivated, self-driven and dynamic individual whose primary objective is to help others achieve their independence, reach their full potential and sustain their tenancy
- Ability to work in a busy & changing environment with the flexibility to embrace change at short notice to meet the needs of your tenants
- Ability to identify the priorities for engagement within your own portfolio of tenants, managing your own diary to accordingly to sustain a person centred approach to tenancy support & sustainment
- A good knowledge of the welfare system, financial inclusion & mental health awareness
- Act as introducer & representative with primary, secondary & third sector services through community networks & health partnerships
- Openness to experiences of and communicating with people with complex needs who may have experienced trauma
- Ability to maintain a non-judgemental attitude & have excellent listening skills
- An ability to remain calm in complex scenarios & build positive relationships with your tenants
- Good analytical skills in gathering evidence from available databases with an emphasis on critical thinking and strategic planning of individual cases
- Excellent written communication, with the ability to adapt to different writing approaches dependent on the diverse audience
- A willingness to work towards Landlord Accreditation Scotland qualifications
- Willingness to go the extra mile, and to always do the right thing

Qualifications & Experience

- Educated to HND level or equivalent in a relevant subject such as social care, mental health, psychology or housing
- Hold a full UK driving licence with access to a vehicle for work purposes
- A good understanding of Microsoft Office
- Excellent written and verbal communication skills



How to apply

Please send your CV & covering letter explaining why you would be suitable for this role to mary@homesforgood.org.uk

If you have any questions or queries, please call us on 0141 406 1830.

Telephone interview: Wednesday 25th September 2019

1st interview: Thursday 3rd October 2019

2nd interview (if required): Wednesday 9th October 2019