



APPLICATION PACK HOMES FOR GOOD

WELCOME...

Homes for Good is a brand new concept in letting and the first of it's kind in Glasgow and Scotland.

Great customer service is at the heart of our business, we take real care with our landlords and tenants alike to ensure we understand and meet their needs.

Trust, clear communication and getting the details right are vital and our values and way of working reflect this.





WE ARE HOMES FOR GOOD

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.

What ensures Homes for Good remains a unique letting agent and property management company is the core value at the heart of all of our operations. This is our personal code of conduct we created to ensure consistent quality services to all of our customers.





WHAT WE DO

Homes for Good own and manage properties across Glasgow & beyond. We are passionate about the impact homes have on people's lives and this social aspect of Homes for Good is a central aim of the business.

Our team is made up of a select group of experienced, enthusiastic people with all the expertise needed to build and run a successful property management and lettings agency.

We have the advantage of a talented in-house team. This includes plumbers, joiners, designers, tenancy support officers, property officers and more. This ensures quick response times to any issues and central control of our properties.

We have diverse backgrounds, but one thing in common – a clear commitment to creating secure, quality homes for tenants, enabling landlords to successfully manage their investments.





COMPANY VALUES

As a team of people we share the following values:

Kindness

we always treat people well, and without judgement

Friendly

we are approachable, and easily accessible to our customers

Integrity and Fairness

we always do the right thing

Quality

our services are of a high quality which we maintain consistently

Expertise

we have excellent expertise in property management as well as having a strong knowledgeable and diverse in house team





TENANT ENGAGEMENT & DEVELOPMENT OFFICER

Salary: £22,000- £24,000, full time

Closing: Friday 3rd July 2020

Location: Glasgow base with travel to surrounding areas. Includes some home working

Website: www.homesforgood.org.uk

Facebook: <https://www.facebook.com/homesforgood1>

ROLE OVERVIEW

We are looking for an experienced and highly motivated Tenant Engagement & Development Officer to join our fast paced & dynamic professional family. This post has been created to continue to grow and develop our tenant engagement programme within our Social Business Group.

You will play a key role in helping us support our tenants through innovative tenant engagement work. This will include both online and face to face activities in varying formats, working with tenants on a one to one basis, as part of a group, or through our social media community group.

This role is key to us developing our tenancy engagement, reducing social isolation, building confidence and learning skills. Working closely with the wider team, you will continuously develop engagement work with tenants, communities and partner organisations.

This is a permanent position partially funded by The National Lottery Community Fund for three years as part of an exciting and extensive grant provided to Homes for Good, allowing us to replicate what we do & intensify our support offering to tenants.





KEY RESPONSIBILITIES

Project Development & Delivery

- Lead on organising and facilitating workshops and social events in house & in other venues, including via online video conferencing
- Engaging with tenants regularly through telephone calls, home visits, video calls and planned activities
- Develop events and engagement activities tailored to specific groups of tenants based on factors such as age, background, diversity, students, furloughed workers, economically inactive and those struggling with their mental health
- Develop, set up and run Tenant Forums, compiling detailed outcomes and impact reporting
- Coordinate & organise resources/ materials required for tenancy engagement workshops
- Manage HFG's Facebook community groups, forums and host online workshops for tenants
- Explore volunteering avenues for our tenants, such as befriending

Tenant Engagement and Development

- Lead and promote tenancy engagement projects using social media and local community groups
- Manage the tenancy engagement diary to ensure activities are promoted, engaged in and run smoothly
- Explore & maximise existing skills and talents of our tenants through development work in the form of 1-2-1 sessions, group work and external partnerships
- Assisting in formal and informal education of individual skills, talents and professional development of our tenants





- Promote individual empowerment through skills development
- Assist tenants in developing their digital literacy and increasing online engagement
- Work to reduce social isolation of our most vulnerable tenants and provide mental wellbeing support to tenants engaging in community projects, working to our core objective of helping our tenants to sustain their tenancies and improve their lives

Partner Engagement & Community Development

- Build & develop strong working relationships with likeminded local businesses, partners and community groups
- Use networks both to facilitate your workshops and to find services to increase our tenant's engagement in wider community projects
- Facilitate and run community development programmes & engage with wider community
- Provide and report on wider community insights that contribute to our future business plans

Team working

- Work closely with colleagues to develop innovative solutions and test projects to build strong relationships with our tenants, encourage ongoing engagement, ensuring tenant welfare & that we are providing the best possible service to our tenants
- Identify individual needs of tenants in collaboration with the wider tenancy support team, leading on the development of tenant engagement projects





PERSON SPECIFICATION

Essential

- Highly inspirational, motivated, self-driven and dynamic individual whose primary objective is to help others achieve their independence, reach their full potential and learn new skills
- Excellent interpersonal, negotiation and communication skills, both verbally & in writing
- Clear thinker, effective problem solver and effective decision maker
- Ability to work in a busy & changing environment with the flexibility to embrace change at short notice to meet the needs of our tenants
- Proven track record of achieving individual objectives and contributing to overall team performance
- Proven ability to identify, prioritise and manage a varied and challenging workload with minimal supervision
- Proven commitment to providing high quality customer centred services
- Creativity to inspire and develop a range of projects that can be artistic or educational
- Visionality to develop and see through projects from start to finish
- Openness to experiences of and communicating with people with complex needs who may have experienced trauma
- A demonstrable knowledge of personal wellbeing & mental health awareness
- Proven ability to maintain a non-judgemental attitude & have excellent listening skills
- Demonstrable ability to remain calm in complex scenarios & build positive relationships with our tenants
- Ability to develop and sustain good working relationships with external agencies and partners, both internally and externally
- Excellent project management skills with a proven record of delivering successful projects
- A proven ability to drive a series of projects with a focus on endurance, the quality of the project offered and the outcomes from this



- Numerate, IT, video conferencing and social media literate with a good knowledge of Microsoft Office (Office, Excel and PowerPoint)
- Analytical skills used to source appropriate community based resources
- Demonstrate an ability to assimilate, collate and analyse information quickly, with attention to detail
- Willingness to go the extra mile, and to always do the right thing

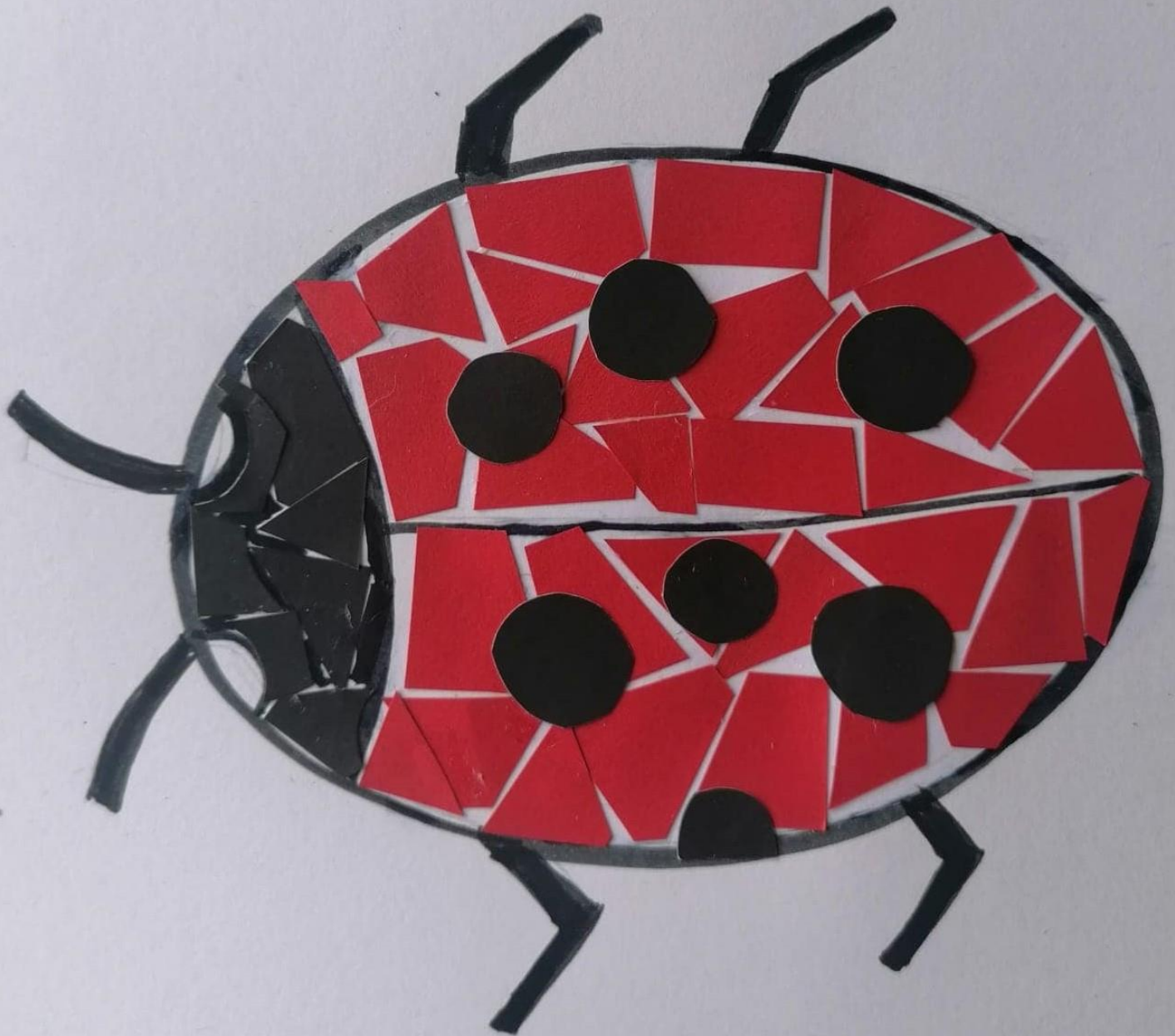
Desirable

- Experience providing training and support to other members of the team
- Proven ability to develop, monitor, review and implement policies & procedures
- Experience hosting video conferencing on Zoom, WhatsApp & Facebook
- An understanding of the private rented housing sector

Qualifications & Experience

- Educated to graduate level or equivalent in a relevant subject such as or community engagement, events management, social care, mental health, psychology or housing
- A minimum of two years' experience in a community or tenant engagement role where you had direct responsibility for project delivery
- Hold a full UK driving licence with access to a vehicle for work purposes





HOW TO APPLY

If you are interested in this role and would like to join our team, please email your CV along with a covering letter stating why you would be a great addition to our team and what makes you the best person for this role to alice@homesforgood.org.uk

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

