



Homes For Good

(Scotland) CIC

Salary:	£22k-£24k dependent on experience + pension & 30 days holiday per year
Status:	Full time, permanent, subject to 3 month probationary period
Reporting to:	Head of Lettings & Tenancy Support
Location:	Homes for Good, Bridgeton, G40 with some home working. Travel within Greater Glasgow & West of Scotland.

Application Process

Please submit your most recent CV, with contact details for two referees, and a covering letter outlining why you think you are the right person for the job to joinus@homesforgood.org.uk no later than Sunday 19th December 2021.

Thank you for your interest in joining the Homes for Good team.

Tenancy Support Officer

We are looking for an experienced and highly motivated, self driven & dynamic person to join our team. As the primary point of contact for your tenants, you will work with them to make sure they sustain their tenancies, manage their incomes and reach their full potential. You will achieve this by providing innovative person centred support & excellent customer service to your tenants through regular communication over the phone, by video call and in person.

You will also be responsible for ensuring that your tenants homes remain compliant with private rented sector legislation and that essential maintenance is carried out.

Skills & Experience Required

- Educated to graduate level or equivalent in a relevant subject (eg. social work, mental health, psychology or housing)
- A minimum of two years' experience in a support role
- A willingness to work toward PRS letting agency qualifications
- Hold a full UK driving licence with access to a vehicle for work purposes
- 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
- Ability to identify the priorities your workload dependent on the need of your tenants & embrace change at short notice to meet the needs of your tenants
- Proven knowledge of the welfare system, financial inclusion & mental health awareness
- Proven track record of achieving individual objectives and contributing to overall team performance
- Proven commitment to providing high quality customer centred services
- Experience communicating with people with complex needs who may have experienced trauma with a proven ability to maintain a non-judgemental attitude
- Demonstrable ability to remain calm in complex scenarios & build positive relationships with our tenants using proactive listening skills
- Numerate & IT literate with a good knowledge of Microsoft Office suite
- Great analytical
- Willingness to go the extra mile, and to always do the right thing
- An understanding of the private rented housing sector

Our Values

Home is the foundation of all of our lives, and we recognise the importance of a safe and secure home, and our responsibilities for the properties we manage. Our values underpin everything we do, and our day to day behaviours, as a team and as individuals, reflect these. They are:

How you feel is important to us.

We know that moving to a new home, or letting a property can be both exciting and stressful. We will always be a warm, friendly voice, providing straightforward help and advice. We are here to support you at every stage of your journey with us. We really want to help and we will want to make sure you always feel heard, respected and taken care of.

We offer real quality and our standards are high.

The quality of the homes we manage and how really matters. We want the level of service we offer and our attention to detail to be the best it can be. We are not perfect, but we try very hard! We aim high to inspire others to do the same too, and we never stop challenging ourselves to be better.

We know our stuff

We invest time and money in our training and professional development, keeping up to speed with current legislation, market trends and general business practice. We value and develop our community and industry networks to make sure we know what's going on and benchmark ourselves against others in the social enterprise and property worlds. We are always learning, and you can rely on us to apply that knowledge in our work with you.

We always do the right thing.

Everyone has different needs and opinions. We treat everyone fairly and we will work hard to find the right solution in any situation. And if we make a mistake, we will own it, put it right, no question, and learn from it.

We don't give up at the first hurdle.

When there is a problem, we will put time and effort into solving it. We will always go as far as we can to help you on a practical level, and we always have our thinking caps on about how we can make things better.

About Us

Homes for Good is Scotland's first social enterprise letting agency, now forming part of a dynamic social business group. Established in 2013, with offices in Bridgeton, we manage and own over 500 properties within the Greater Glasgow area.

Our focus is on leading by example in the private rented sector, creating safe happy homes for tenants and sound 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 within the private rented sector. We work with third sector partners to maximise our charity and social enterprise supply chain, ensuring that our profits are reinvested in changing people's lives.

Key Responsibilities

- Responsible for ensuring consistent levels of 2 way communication with your tenants
- Lead on working in partnership with the rest of the HFG team, partner agencies & contractors to provide innovative solutions that help your tenants manage their tenancies
- Work with your tenants to assess income parameters, income maximisation, advocacy, applications for welfare funds and debt management. This also includes collating evidence and attending appeal hearings in person and via telephone
- Help your tenants to improve personal life skills in household management ensuring your tenants sustain a healthy home environment
- Use mental health first aid and rudimentary counselling tools to respond to your tenants when they experience crisis, as well as to help recognise triggers and associated cognitive patterns
- Use Befriending in a social context to reduce social isolation and increase the independence of your tenants
- Undertake tenant catch-ups, including assessing condition of property & documenting through our internal systems
- Ensuring accurate tenancy paperwork
- Support potential tenants in the initial stages of looking for a home, including enquiries, viewings and application management
- Encouraging participation in our Tenancy Events programmes
- Act as introducer & representative with primary, secondary & third sector services through community networks & health partnerships