



Homes For Good (Scotland) CIC

Salary: £26,250 - £29,400 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 & Dennistoun, G31 with some home working. Travel within Greater Glasgow & West of Scotland.

Tenancy Support Manager

We are looking for a highly motivated Tenancy Support Manager to join our fast paced & 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.

You will have demonstrable experience supporting vulnerable adults. Your role will be key in providing support to our most vulnerable and complex tenants through providing innovative person centred support and excellent customer service to help them sustain their tenancies in happy, stable homes. You will ensure that the tenancy support team works to the businesses key objectives so that all our tenant's needs are met and we continue to lead my example in the private rented sector.

You will be a hands on team player, happy sharing your own knowledge and expertise. Your Hardworking, enthusiastic, reliable and approachable nature, along with your great communications skills & a willingness to learn will make you a great addition to our professional family.

Skills & Experience Required

- Educated to a degree level or equivalent level of work experience in social care, mental health, psychology or housing
- Hold a full UK driving licence with access to a vehicle for work purposes
- A willingness to work towards a letting agent qualification (Letwell/ Safeagent/ PropertyMark)
- Excellent IT skills including use of Microsoft Office
- Demonstrable excellent written and verbal communication skills
- Demonstrable experience leading a team, ensuring that key objectives are met
- Highly motivated, self-driven and dynamic individual with a primary objective to help others reach their full potential
- Ability to work in a busy & changing environment with the flexibility to embrace change at short notice
- Able to cope under pressure and support team members to achieve positive outcomes
- Ability to prioritise the needs of tenants, managing your own diary accordingly to sustain a person centred approach to tenancy support & sustainment
- A good knowledge of the welfare system, financial inclusion & mental health
- 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 with an emphasis on critical thinking and strategic planning of individual cases
- Work in harmony with all other HFG team members to ensure that the company's core values are being met whilst striving for operational excellence across the board

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 Monday 2nd May 2022

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

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 & Dennistoun, we manage and own over 550 properties within Greater Glasgow & the West of Scotland.

Our focus is on leading by example in the private rented sector, creating safe happy homes for tenants and sound investments for landlords. Our relationships and customer care standards with tenants and landlords alike set us apart from the rest of the industry.

Operating across all sectors of the private rented sector, we have in-house expertise to enable us to provide help to tenants in areas including energy efficiency advice, financial health, interior design and employability. Our approach to tenancy support is what makes Homes for Good unique within the private rented sector.

Key Responsibilities

- Lead on overseeing the duties of the tenancy support team, ensuring that the company's key objectives are met and exceeded where possible, providing the best support to our tenants
- Ensure the tenancy support portfolio meets all letting agent regulations and standards and performs in excess of the minimum standards set out in HFG's vital signs (KPI) programme
- Take initiative to engage with tenants on a regular basis through telephone calls and home visits, ensuring consistent levels of reciprocal communication
- Lead on proactive methods of engagement and cohesive working relationships with other agencies, colleagues and contractors to ensure that the tenants within your portfolio successfully manage their tenancies, maintain the property condition and improve their quality of life
- Responsibility to work with associated 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
- Ownership on working with 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 relevant tenants when there is a situation of crisis, as well as maintaining high levels of engagement on an ongoing basis to help recognise triggers and associated cognitive patterns – helping to prevent relapse
- Befriending in a social context to reduce social isolation and increase the independence of associated occupants with our properties
- Undertake tenant catch-ups, including assessing condition of property, and documenting through Homes for Good's reporting systems
- Ensuring tenancy paperwork is up to date and we are aware of the future plans occupants have that will affect the sustained lease agreement to ensure a seamless and kind approach is taken
- Support potential tenants in the initial stages of looking for a home, including telephone enquiries, viewings and applications as required
- Lead on working in partnership with the rest of the Homes for Good team to ensure the best possible service is provided to the people within your direct care and to develop innovative solutions and test projects to tackle challenges for people accessing the private rented sector
- Encouraging tenants to participate in our Tenancy Events programmes, run through our Tenancy Support Hub