



Homes For Good (Scotland) CIC

Salary:	£23k-£26.5k 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.

Property Officer

We are looking for a dynamic individual to join our team as a Property Officer. In this role you will provide great customer service to your landlords & tenants alike. The key areas of responsibility for this role are:

- Managing your portfolio from start to finish including marketing, viewings, tenant catch-ups, landlord reports, arrears management, move-ins, check-outs and other property visits
- Ensure the property condition of your portfolio is managed and maintained to a good standard and exceeds all legal minimum standards & that maintenance work is completed within target timescales
- Act as the primary point of contact the landlords & tenants in your portfolio, building good working relationships & providing great customer service
- Responsible for maintaining great communication with your landlords, tenants and third parties, verbally and in writing
- Report on the performance of your portfolio in line with company Vital Signs

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 by **Monday 5th June 2023**

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

Skills & Experience Required

- Educated to graduate level or equivalent in a relevant subject
- A minimum of two years' experience in a PRS role
- A PRS letting agency qualification (Letwell/ ARLA/ SafeAgent)
- 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 identify the priorities your workload dependent on the need of your portfolio & embrace change at short notice when needed
- Proven knowledge & understanding of the private rented housing sector
- Proven track record of achieving individual objectives and contributing to overall team performance
- Proven commitment to providing high quality customer centred services
- Proven ability to maintain a non-judgemental attitude
- Demonstrable ability to remain calm in complex scenarios & build positive relationships with your tenants & landlords
- Numerate & IT literate with a good knowledge of Microsoft Office suite
- Willingness to go the extra mile, and to always do the right thing
- Experience managing key performance indicators & ability to coordinate compliance works in line with required deadlines
- Proven experience carrying out and documenting inspections, inventories, check out reports etc
- Experience using SME Professional and floorplan software is desirable though training can be provided

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 own 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 575 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. 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.

Working at Homes for Good

Our team are our most important asset. We like to take care of them and make sure our offices are a good environment to work in. We offer many perks for our team, such as:

- Pizza Powwows
- Friday Fizz
- Team social events throughout the year
- Pet friendly offices - bring your furry four legged friends to work
- Extra day off on your birthday
- Book swap library
- Child friendly office during the school holidays
- Access to different training options to help further your advancement
- Hybrid working options
- 30 days annual leave, increasing to 35 after 2 years

What our team say:

"HFG is an emotion and all of us working here are proud to be part of this amazing growing and nurturing family. I'm extremely happy to have found a workplace where everyone cares about everyone."

"It's a friendly working environment. You're made to feel welcome and that you're not just a number."