

# rock trust

ENDING YOUTH HOMELESSNESS

## Job Pack



**hello@rocktrust.org**



**0345 222 1425**



**rocktrust.org**



**@RockTrust**

# Who we are

## **We are Rock Trust and our vision is an end to youth homelessness in Scotland**

For over 30 years we have been working to prevent youth homelessness and to support young people to build better futures.

We aim to ensure that every young person in Scotland has access to expert youth specific services to assist them to avoid, survive and move on from homelessness. We work to ensure that the public, policy makers, commissioners and practitioners understand the issues, make decisions and take action which will help us to end youth homelessness.



**Over 900 young people supported last year**

**Now working in Perth, Fife, Glasgow, East Lothian, West Lothian and Edinburgh**

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**As well as providing routes away from homelessness and into secure housing options, we also support young people with their mental health, employability and independent living skills.**

**Every young person is different and no single version of support is appropriate for every person.**

**We want to prevent young people experiencing homelessness at all, but where this isn't possible, we're determined to make sure that any experiences of homelessness are brief and non-recurring.**

*Kate, CEO*



*Kate Polson*  
Chief Executive

# Life at Rock Trust

**Safety   Fairness   Respect   Positivity**

**These are Rock Trust's values and they exist for our staff, volunteers and the young people we work with. They underpin everything we do, including how we measure success and reflect on our work.**

When we interview new potential colleagues we always ask them to talk to us about these values and their personal relationship to them. This really helps us get to know people, and see how they might fit into Rock Trust. Crucially, we've had feedback that it also helps break the ice and show people what working at Rock Trust is like because of what is important to us.



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**I love building and nurturing relationships to allow young people to feel safe and heard, it's a privilege and honour to support them.**

**Each day I'm growing and learning and always feel supported by my colleagues around me who are brimming with knowledge, empathy and compassion.**

*Caitlin, Art therapist*



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**I've always had an urge to help save the world, and working at Rock Trust scratches that itch!**

**They put so much emphasis on their own evolution, and as a member of the Equalities Group, I get to help guide that change.**

*Chris, Support Assistant*



# What we can offer

We pride ourselves on being an inclusive and welcoming organisation, building on everyone's strengths, and working together. By investing in and supporting our teams we can get the best outcomes for the young people who need us.

**Talent Development.** Colleagues are encouraged to become leaders and to grow and develop

**Core and individual training opportunities**

**Employer Pension Contributions**

**Employee Assistance Programme (EAP)**

**£50 eye care voucher every 2 years**

**Benefits Platform with access to online discounts and freebies**

**Interest free season ticket loans**

**Enhanced Maternity, Paternity and Adoption Leave**

**Life Assurance of 3 x your annual salary**

**Annual Leave purchase scheme - opportunity to buy an additional 5 days Annual Leave**

**Flexitime**

**A funded Social Committee responsible for organising social activities for everyone**

**Cycle to work scheme**



**Flexible working with a healthy mix of time at home and in the office has allowed me to fit my part-time hours around the children's school day.**

**It's really made all the difference to my work / life balance.**

*Pete, Management Accountant*

# Our teams

- Senior Management Team
- People and Business Support Team
- Finance Team
- Services | East and South Teams
- Services | West and North Teams
- Services | Youth Development Team
- Properties and Facilities Team
- Communications and Fundraising Team
- A Way Home Scotland Coalition

“

Rock Trust haven't just supported me to develop in my role, they've helped me through a bereavement, through a pandemic (!), and through starting my own family.

They understand that work is just one part of life and everyone is dealing with different things.

*Maddy - Communications & Fundraising Manager*

# Job Description

**Job Title: Property and Facilities Team Officer**

**Contract: 36.25 hours per week**

**Location: Edinburgh with some home working and occasional travel across central Scotland**

**Salary: £26,057 - £28,205 per annum**

## **Mission Statement**

To prevent youth homelessness and to support young people to build better futures.

## **Context**

We are looking for an enthusiastic and passionate individual to join our Rock Housing team. Our ideal candidate will be determined to provide young people with safe, fully furnished housing in Edinburgh, Fife, Perth and East/West Lothian – as well as providing them with the support needed to make a success of what can often be their first experience of independent living.

Specifically, as the Property and Facilities Team Officer, you will have the experience and ability to take primary responsibility for the day-to-day management of our range of properties, predominantly but not limited to those in Edinburgh. A key task within this role is efficient management, and maximisation, of rental income whilst minimising rental void periods. Thereby contributing to the smooth and effective generation of income for Rock Trust. Other responsibilities include co-ordinating property repairs, managing excellent relationships with internal and external stakeholders and other property management tasks.

## **Reporting to**

Properties and Facilities Manager

# Job Description

## Responsibilities

### Property Income:

- Implement rental management policy ensuring that void levels and rent arrears are decreased.
- Build and maintain excellent relationships with our tenants, accounting for their needs and expectations.
- Complete financial assessments with Rock Trust's tenants, understanding the complexities of various income streams to effectively manage housing benefit claims.
- Administration, monitoring and reporting on operational rental management income matters for internal and external stakeholders.
- Support the Property and Facilities Manager to identify and secure additional funds for property development activities.

### Property Management:

- Work with Housing Support colleagues to ensure tenancy sign up is completed effectively.
- To be aware of Rock Trust's procurement process, to negotiate contracts with contractors in a timely and reliable manner.
- Work with contractors to ensure that our properties are maintained to standard, voids are minimised and tenants are satisfied.
- Work with Manager to service tenancy agreements and carry out enforcement activity.
- Negotiate and engage energy suppliers across property portfolio to get best value fuel for tenants.
- Ensure all activity is recorded on management systems and that this information is accurate.

### Quality and Compliance:

- Work with colleagues to ensure Rock Trust properties are maintained in line with internal and external Health and Safety and quality standards.
- Health & Safety duties, including ensuring compliance with fire risk/risk assessments
- Ensure that all operational service requirements stemming from the Housing (Scotland) Act and associated legislation are adhered to and in place.
- Implement the Quality Improvement policy, ensuring that processes are in place and regularly reviewed.
- Ensure that work is completed within budget and that value for money is achieved.



# Job Description

## **Leadership and Development**

- Deputise for the Property and Facilities Manager if/when required.
- Support wider staff team to ensure that tasks relating to rental income are dealt with effectively.
- Committed to continuous personal improvement as well as professional learning and development.
- To provide visible leadership and motivate staff to ensure that delegated responsibilities are achieved, and effective communication maintained.
- Nurture a culture of Respect, Safety, Positivity and Fairness, that allows our colleagues to thrive, take appropriate risks and learn from mistakes.
- Identify and make recommendations for improvement to the continuous operational improvement of the organisation.

## **Other**

- To act in accordance with Rock Trust values.
- To work with senior and other operational managers.
- To undertake other duties in line with the role as and when required.

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the Rock Trust at any time after discussion with the post holder.



# Person Specification

## Essential

- Experience in housing or a related customer service field.
- Able to interact positively with internal and external stakeholders; building positive working relationships with colleagues, volunteers, young people as well as a number of key partners.
- Demonstratable ability to work to immediate or short deadlines whilst managing a varied workload.
- Ability to work on own, and to use initiative, whilst also playing a constructive and positive role as part of a small team.
- Ability to problem solve, taking into account multiple stakeholder's positions.
- Excellent numerical and analytical skills.
- Good working knowledge of MS Office.
- Excellent Communicator – verbal and written.
- Ability/willingness to learn new skills.
- Professional in attitude, behaviour and practice with a non-judgemental attitude.
- Experience of being flexible and adaptable.

## Desirable

- A Property Management, or equivalent, qualification.
- Empathy for the issues facing socially excluded individuals, particularly young adults.
- Line-Managing experience with staff, volunteers and/or apprentices.
- Be a patient and tolerant individual.
- Knowledge of General Data Protection Regulation (GDPR).
- Willingness to participate in public relations events within and out with office hours.

# How to apply...

**Please apply using our application form below:**

Download and fill out the three documents and upload them to our portal when you visit our Vacancies web page.

We will review applications daily and will be in touch as soon as possible if we'd like to invite you for interview. If you would like to speak to someone about the role in more detail, or if you face any obstacles to completing an application, please get in touch.

[Application Form](#)

[Equal Opportunities Form](#)

[Criminal Convictions Declaration](#)

**[www.rocktrust.org/vacancies](http://www.rocktrust.org/vacancies)**



# Good Luck!