



Job Role – Property Officer – Residential Lettings

Salary: £22k - £24k dependant on experience, with pension and 30 days holiday per year

Status: Full Time, permanent, subject to 3 month probationary period

Reporting to: Director of Operations

Location: Homes for Good Head Office in Bridgeton, G40, with extensive travel within Greater Glasgow and West of Scotland, and optional home working.

About Homes for Good

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.

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:

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 inhouse team.

For further information please see www.homesforgood.org.uk

Job Outline

We are looking for a highly motivated Property Officer to join our fast paced & dynamic property management team. Always working to our core values of being kind, honest, friendly and fair we provide a high standard of service to all of our customers (landlords and tenants alike) ensuring quality by investing in our expertise & going the extra mile to get the job done.

Due to the expansion of our letting agency we have a vacancy for a skilled and experienced full time Property Officer, to be based from our offices in Bridgeton, Glasgow. The role involves conducting viewings, Inventories & Inspections as well as managing a portfolio of properties throughout Glasgow and surrounding areas.

This is an excellent opportunity for the right person to join an ethical & forward thinking company in a varied and fast paced role with fantastic career prospects.



Key Responsibilities

This is a specialised role and the successful candidate will be an integral and important part of lettings, property management and business operations.

- Liaising with corporate landlords, tenants and other third parties, as required, verbally and in writing
- Arranging and undertaking appointments, including property viewings and inspections
- Conducting and providing feedback on all company viewings
- Completing & reporting on property inventories, inspections, tenancy check outs & dilapidations reports
- Conducting 6 monthly inspections of small self -managed portfolio
- Assisting with obtaining marketing photos and floorplans of newly acquired properties
- Assisting with the project of obtaining floorplans for all occupied stock whilst maintaining professional communication with our tenants and working cohesively with colleagues
- Acting as point of contact for corporate landlords, building good working relationships & ensuring best service by pre-empting potential areas of tension and resolving these in a proactive and forward thinking way.
- Knowledge of lettings laws and legislation
- Dealing with maintenance, repairs and renovation works within a small portfolio of corporate tenancies, including liaising with tenants, landlords, contractors to establish requirements and to arrange required access, works and tracking and follow up to completion where required
- Updating systems and documentation
- Other administrative duties & providing cover for other team members, as required

Skills and Experience Required.

Essential:

- Demonstrable track record within residential property management (housing association or private rented sector)
- Experience of working in a customer focused environment with excellent customer care
- Excellent verbal and written communication skills
- Knowledge of legislation and other factors influencing the private rented sector, including letting agent registration
- Demonstrate negotiation skills & be skilled in reaching agreement between landlords & tenants to averting conflict
- Excellent organisation skills with the ability to manage multiple tasks and, ensuring that all tasks are completed within the required timeframe and to the desired quality whilst keeping in mind the geography of travel required to ensure a more efficient use of time.
- Excellent IT skills including use of Microsoft Office products
- Able to cope under pressure and assist other team members to achieve positive outcomes
- Professional appearance
- Successful candidate is required to undergo Basic Disclosure Scotland checks
- Flexibility in terms of working hours and willingness to 'go the extra mile'.
- Educated to at least SQA Higher level or equivalent
- Full clean driving licence and use of own vehicle for business use required

Desirable:

- Experience of arranging and tracking safety checks, maintenance and repairs, including liaison with third party contractors
- Experience of communicating with landlords and tenants on letting and property related matters



- Experience of compiling inventories and the relevant software
- Experience of floorplan software
- Experience of using SME Professional
- LETWELL/ Property Mark qualified

Application process

Please submit your most recent CV, **including 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 no later than Friday 5th March 2021. **Thank you for your interest in joining the Homes for Good team.**