



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.

Tenant Engagement & Development Officer (Tenancy Support)

This role is key to us developing our tenancy engagement, reducing our tenants' social isolation, building their confidence & help them learn new skills. Working closely with the wider team, you will continuously develop engagement work with tenants, communities, and partner organisations. This will include both online and face to face activities in varying formats, working with tenants on a one to one basis, as part of a group, or through our social media community group.

Skills & Experience Required

- Educated to graduate level or equivalent in a relevant subject such as or community engagement or events management
- At least 2 years' experience delivering community or tenant engagement projects
- Excellent interpersonal, negotiation and communication skills
- Clear thinker, effective problem solver & effective decision maker
- Ability to work in a busy & changing environment with the flexibility to embrace change at short notice
- Proven record of achieving individual objectives and contributing to overall team performance
- Commitment to providing a high quality customer experience
- Creativity to inspire and develop a range of projects – educational or artistic
- A demonstrable knowledge of personal wellbeing & mental health awareness
- A non-judgemental attitude & have excellent listening skills
- Demonstrable ability to remain calm in complex scenarios & build positive relationships with tenants, external agencies & partners.
- Excellent project management skills with a proven track record
- Numerate, IT, video conferencing and social media literate with a good knowledge of the Microsoft Office Suite with experience hosting video conferencing on Zoom, WhatsApp & Facebook
- Analytical skills used to source community based resources
- Ability to assimilate, collate and analyse information quickly, with attention to detail
- Experience providing training and support to other members of the team
- Proven ability to develop, monitor, review and implement policies & procedures
- An understanding of the private rented housing sector

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

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:

Kindness: We always treat people well & without judgement.

Friendly: We are approachable, and easily accessible to our customers.

Integrity & Fairness: We always strive to do the right thing.

Quality: Our services are of a high quality which we maintain consistently.

Expertise: We have excellent expertise in property management.

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

Project Development & Delivery

- Lead on organising and facilitating workshops and social events in house & externally, including via online video conferencing
- Engaging with tenants regularly through telephone calls, home visits, video calls and planned activities
- Develop events and engagement activities tailored to specific groups of tenants based on factors such as age, background, diversity, economically status & mental health
- Develop, set up and run Tenant Forums, compiling detailed outcomes and impact reporting
- Coordinate & organise resources/ materials required for tenancy engagement workshops
- Manage HFG's online community groups, forums and host online workshops for tenants
- Explore volunteering avenues for our tenants, such as befriending and innovative engagement on social platforms

Tenant Engagement and Development

- Lead and promote tenancy engagement projects using social media and local community groups
- Manage the tenancy engagement diary to ensure activities are promoted, engaged in and run smoothly
- Maximise existing skills and talents of our tenants through development work with them
- Creating regular newsletters for tenants, landlords & stakeholders
- Identify individual needs of tenants in collaboration our team & lead on the development of tenant engagement projects
- Assist tenants in developing their digital literacy and increasing online engagement
- Work to reduce social isolation of our most vulnerable tenants and provide mental wellbeing support

Partner Engagement & Community Development

- Build & develop strong working relationships with likeminded local businesses, partners and community groups
- Facilitate and run community development programmes
- Provide & report on wider community insights that contribute to our future business plans.