



# Homes For Good (Scotland) CIC

<b>Salary:</b>	£25,200 – £27,300 + pension & 30 days holiday per year
<b>Status:</b>	Full time, permanent, subject to 3 month probationary period
<b>Reporting to:</b>	Lettings Manager
<b>Location:</b>	Homes for Good, Bridgeton, G40 and Dennistoun, G31 with some home working. Travel within Greater Glasgow & West of Scotland.

## Senior Property Officer

As Senior Property Officer, you will be responsible for proactively managing all aspects of your own portfolio of homes. You will be the primary point of contact for your landlords and tenants, ensuring positive relationships with all your customers. Your responsibilities range across all property management activities including rent management, appraisals, marketing, tenancy administration and management, repair reporting and property visits for the homes that you manage. You will confidently lead on the introduction of new landlord customers to our business and proactively work to grow our landlord base.

Working alongside colleagues within the lettings team and provide support to the Lettings Manager to ensure the team has clear direction and support at all times. You will be key in ensuring our company is presented in the best possible light and continues to provide exceptional levels of service to all of our customers

You will be a property professional who is fully qualified to the industry standard and 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.

## 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](mailto:joinus@homesforgood.org.uk) no later than Monday 25<sup>th</sup> April 2022.

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

## Skills & Experience Required

- Educated to Degree level or equivalent in experience
- Qualified letting agent (Letwell/ Safeagent/ Property Mark)
- Minimum 3 years hands on experience in lettings & property management
- Experience using SME Professional is advantageous but not essential
- Full UK driving license & access to a car for work purposes
- Demonstrable customer care skills and experience managing great communication with landlords and tenants
- Excellent IT skills including use of Microsoft Office products
- Excellent organisation skills with the ability to manage multiple competing tasks, ensuring that all work is carried out on time & to a high standard
- Proven ability to cope under pressure and support team members to achieve positive outcomes
- Proven ability to manage conflict and work to a clear resolution
- Ability to work alone in a self-directed way, as well as work alongside colleagues as part of a team as directed
- Willingness and ability to respond to fast changing situations and work under time pressure when required
- Great presentation and communication skills both verbally and in writing
- A positive attitude
- Ability to work in a busy & changing environment
- Proven knowledge & understanding of the private rented housing sector

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- Proven ability to maintain a non-judgemental attitude, ensuring all our customers are treated as equals

## 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 & 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.

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## Key Responsibilities

- Oversee all aspects of your portfolio's management including property marketing, business development, viewings, tenancy vetting, rent management, inventories, key management, compliance and property visits for your portfolio
- Ensure your portfolio meets all letting agent regulation standards and performs in excess of the minimum standards set out in HFG's vital signs (KPI) programme
- Lead on overseeing the duties carried out by the lettings team as and when required, as directed by the Lettings Manager
- Ensure void levels are kept to a minimum & that rent payments are managed proactively
- Administrative management of property marketing sites and social media, ensuring that our marketing is professional and of a high standard at all times
- Assist in the collating and presenting of all vital signs (KPIs) reporting on time, ensuring all required information is provided
- Keep up to date with housing & PRS legislation, help to ensure that HFG exceeds where possible standards set out in the Letting Agency Code of Practice
- Through proactive property management, liaise with the assets, finance and property care to resolve any issues to ensure a positive one team approach
- Support property officers through training and sharing your own knowledge and expertise
- Where complaints are raised, resolve these in a proactive and forward thinking way.
- Work with the lettings team to ensure all standards are maintained and reported accurately
- Act as an primary point of contact between tenants and landlords, building good working relationships & ensuring best service
- 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
- Ensure all systems and documentation are fully up to date and completed to a high standard