



Homes For Good (Scotland) CIC

Salary:	£23,100k-£25,200k 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.

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 no later than **Friday 5th August 2022**.

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

Property Officer

We are looking for an experienced and highly motivated, self driven & dynamic person to join our team. As the primary point of contact for your tenants and landlords, you work to ensure long term tenancies in well maintained homes. As Property Officer you will be responsible for all property management, tenancy paperwork, rental income management, marketing and void management of your portfolio.

You will achieve this by providing innovative person centred support & excellent customer service through regular communication over the phone, by video call and in person.

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 work in a busy & changing environment
- 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
- Great analytical skills
- 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 catch-ups, 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 how it 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 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

- Responsible for maintaining great communication with your landlords, tenants and third parties, verbally & in writing
- Completing and reporting on property viewings, tenant catch-ups, move ins, check outs, dilapidation reports and all other required property visits
- Ensure the property condition of your portfolio is managed and maintained to a good standard and exceeds all legal minimum standards
- Ensuring accurate tenancy paperwork
- Support potential tenants in the initial stages of looking for a home, including enquiries, viewings and application management
- Encouraging participation in our Tenancy Events programmes
- Act as introducer & representative with primary, secondary & third sector services through community networks & health partnerships
- Conducting 3 monthly property visits & maintaining your portfolio in line with our terms of business
- 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