

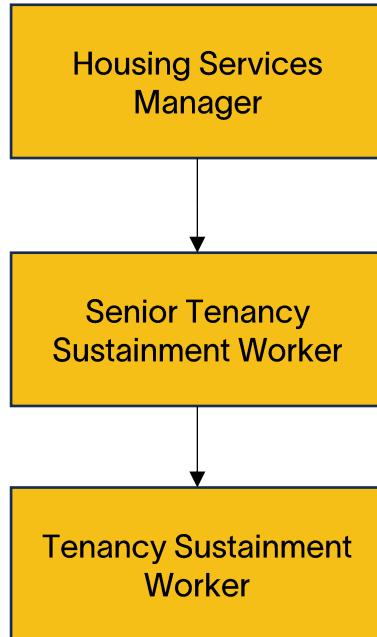
Right There

Job Pack
Senior Tenancy
Sustainment Worker
Help to Rent
(April 2026)

Preventing
homelessness,
one person
at a time

Job Purpose

Senior Tenancy Sustainment Worker



The Senior Tenancy Sustainment Worker will play a key operational and leadership role within the Help to Rent Glasgow programme.

The postholder will be responsible for receiving and assessing referrals from Glasgow City Council's Housing Options team, ensuring that service users moving through the homelessness pathway are appropriately matched to the Help to Rent service. Where suitable, the Senior Tenancy Sustainment Worker will support individuals to access private rental sector properties, providing a deposit bond to remove financial barriers and sustain tenancies.

Working closely with the Housing Services Manager, the Senior Tenancy Sustainment Worker will ensure high-quality, person-centred support is delivered consistently, while maintaining strong landlord and partner relationships. The role is focused on operational delivery, ensuring tenants receive practical guidance, advocacy, and ongoing support to establish, manage, and sustain their homes.

About Right There



We are a charity that recently celebrated 200 years of standing alongside people in Scotland. Last year we supported almost 4,000 people to stay in their homes and stay connected to the people they love.

We provide tailored support for people, at home and in the community. We are here for people living with the effects of homelessness, poverty, addiction or family breakdown. We meet people where they are, with no judgement – walking alongside them and offering the right support at the right time.

Everyone's story is unique, and everyone's route home is different, so we tailor our response to the individual. Our approach is about building trusting relationships and nurturing people's strengths, and our 200 staff, mentors and volunteers are at the heart of it.

What We Do



For People

Through counselling, mentoring and coaching, we help people feel happier, safer and more confident to take steps to improve their own lives.



At Home

From emergency accommodation to supported and next-step housing, we provide safe and supportive places to call home.



In The Community

Through outreach, help to rent and family support, we help people live independently and build strong community connections.

Our Vision

A world where everyone has an equal chance to create a safe and supportive place to call home.

Our Mission

We meet people where they are in life with no judgement; walking alongside those who need support and preventing them becoming homeless or separated from the people they love.

Values

At the heart of Right There is our values. And we are proud to live these every day; to be the best we can be for those involved in our work.

Respect

We treat everyone the same way - with dignity and respect. You'll find no judgement here.

Integrity

We take great pride in having high standards and transparency about our goals and progress as a charity.

Compassion

We understand the importance of empathy, and the power of a shoulder to lean on.

Aspiration

We believe firmly in the goodness in people; their strengths and what makes them unique.

Reflection

We are always learning to be the best we can be.

Main Role Responsibilities

Tenancy Sustainment Support and Service Oversight

- Lead and oversee tenancy sustainment activities within the Help to Rent service, ensuring high-quality, person-centred support for individuals transitioning from homelessness into stable private rented accommodation.
- Enable access to private rented accommodation by removing financial barriers, including arranging and monitoring deposit bonds and repayment plans.
- Manage referrals from linked homelessness services, assess applications, and conduct interviews to confirm suitability for private sector rental accommodation.
- Provide advanced tenancy sustainment support, including practical guidance on housing finance, benefits, rent accounts, and arrears management, while ensuring compliance with contractual obligations.
- Conduct scheduled property and tenant visits (every six weeks), using structured checklists to monitor tenancy health, financial arrangements, and property standards. Identify risks early and implement proactive solutions.
- Act as escalation point for complex cases, liaising with external agencies and specialist services to address additional or high-risk needs, ensuring holistic and sustainable outcomes.
- Champion tenant participation and feedback, embedding continuous improvement practices within the service.

Leadership and Service Development

- Provide supervision, coaching, and performance management to maintain service standards.
- Support service growth and workforce planning, contributing to recruitment, onboarding, and training as the team expands.
- Develop operational processes and tools, including visit checklists, tenancy sustainment frameworks, and reporting mechanisms to ensure consistency and compliance.
- Monitor service performance, produce reports, and identify opportunities for improvement and innovation.
- Represent the Help to Rent service internally and externally, building partnerships with landlords, local authorities, and third-sector organisations to strengthen referral pathways and housing access.

Roles & Responsibilities

Landlord and Partner Engagement

- Build and maintain strong, collaborative relationships with private landlords, letting agents, and key partners, clearly articulating the objectives of the Help to Rent programme and the mutual benefits of participation.
- Maintain up-to-date knowledge of the Welfare Benefits system, applying this understanding to support the people we support effectively and undertaking additional training as required.
- Act as the escalation lead for bond matters, providing guidance and solutions to sustain tenancies and prevent breakdown.
- Participate in the out-of-hours on-call rota, ensuring responsive support for urgent tenancy, staffing and support related issues.

Service Development and Compliance

- Drive continuous improvement of the Help to Rent programme by contributing ideas, feedback, and best practice approaches to enhance service delivery.
- Ensure accurate and confidential record-keeping, maintaining detailed case files, bond and referral management activity logs, and all required reporting documentation.
- Guarantee compliance with organisational policies, contractual obligations, and statutory requirements, including health and safety, safeguarding, and data protection.
- Maintain expert knowledge of housing and homelessness-related services and welfare systems to inform practice and provide effective support.
- Compile and monitor Key Performance Indicators (KPIs), to track progress against contractual and organisational targets and prepare local authority returns and other reports to demonstrate impact and contractual compliance.
- Represent the organisation positively in all external interactions, building strong relationships with local authorities, social work teams, housing services, and partner agencies.
- Lead and facilitate team meetings, promoting collaboration, communication, and shared learning across the service.
- Engage in reflective practice to strengthen personal effectiveness and continuously improve service outcomes.

Roles & Responsibilities

Responsibility for Planning, Data, Information, and Finance

- **Contribute to the development and delivery of the Annual Business Plan, ensuring team alignment with agreed objectives and service priorities.**
- **Maintain robust systems for tracking, monitoring, and evaluation, producing accurate monthly reports with actionable insights and recommendations for continuous improvement.**
- **Prepare and submit statutory and contractual returns, including local authority reports, ensuring compliance with all regulatory and contractual requirements.**

Being Part of the Right There Team

- **Uphold our values and support our mission of meeting people where they are in life with no judgement**
- **Demonstrate professionalism and integrity in all interactions with colleagues, partners, and external stakeholders.**
- **Maintain comprehensive knowledge of relevant services and resources, ensuring effective support for service users.**
- **Actively contribute as a collaborative team member, supporting both the Help to Rent service and the wider organisation.**
- **Commit to ongoing professional development, including regular case reviews and reflective sessions with your line manager, and work in partnership with Right There's People First Team for guidance and support.**
- **Provide constructive feedback on organisational policies, procedures, and local guidelines to inform service development and improvement.**
- **Participate in organisational initiatives and working groups, contributing to projects that strengthen service quality and impact.**
- **Adhere to all organisational policies and procedures, including Health and Safety legislation and Property Repairing and Tolerable Standards.**
- **Apply safeguarding principles consistently, maintaining up-to-date knowledge of child and adult protection processes and acting promptly on any concerns.**

Essential skills and experience



- ✓ **Proven experience in housing management**, including tenancy sustainment, landlord liaison, and supporting individuals at risk of homelessness.
- ✓ **Private Residential sector knowledge**, including relevant legislation, policies, and best practice.
- ✓ **Demonstrated ability to lead and support staff**, including managing day-to-day performance, sickness absence, time management, and resource allocation to meet service demand.
- ✓ **Willingness to undertake additional leadership and line management training** to strengthen supervisory capability.
- ✓ **Strong analytical skills**, with the ability to track, interpret, and report on Key Performance Indicators (KPIs) to inform service delivery and improvement.
- ✓ **Proven track record of achieving performance targets**, delivering agreed outcomes within deadlines.
- ✓ **Excellent communication skills**, both verbal and written, including experience producing clear, professional reports and presenting information effectively
- ✓ **Ability to influence and embed good practice**, coaching and guiding staff to deliver a high-quality housing service.
- ✓ **Ability to demonstrate experience of prioritising competing tasks** while maintaining accuracy and professionalism in a fast-paced environment.
- ✓ **Full UK driving licence and access to a vehicle for work purposes.** (Note: Employees must hold insurance that covers domestic and business use).

Desirable skills and experience



- ✓ Experience in the third sector or social care environment.
- ✓ **Formal management or leadership qualification** or working towards one or relevant experience.
- ✓ Experience working with private rented sector housing schemes or housing access programmes.
- ✓ **Experience in service development**, including contributing to growth plans and implementing new processes
- ✓ **Knowledge of housing finance and welfare reform**, including Universal Credit and Discretionary Housing Payments.
- ✓ **Experience in partnership working**, particularly with local authorities, landlords, and third-sector organisations.
- ✓ **Understanding of homelessness prevention strategies** and the wider housing policy landscape.
- ✓ **Proficiency in data analysis and reporting tools**, such as Excel or housing management systems.
- ✓ **Experience in training or mentoring staff**, supporting professional development and embedding best practice.
- ✓ **Ability to adapt to change and contribute to continuous improvement initiatives** within a growing service.

Personal Attributes

- ✓ **Compassionate and empathetic**, committed to delivering a person-centred approach that prioritises dignity and respect.
- ✓ **Professional and approachable**, able to build and maintain positive relationships with staff, tenants, landlords, and partner agencies.
- ✓ **Flexible and resilient**, capable of adapting to changing priorities and service demands while maintaining high standards.
- ✓ **Motivated and purpose-driven**, with a genuine commitment to improving outcomes for individuals experiencing or at risk of homelessness.
- ✓ **Reflective and growth-oriented**, dedicated to continuous personal and professional development through learning and feedback.

Role Details

Contract: Full time, permanent, 35 hours per week.
Salary: SCP 25-28 (£29,401 - £32,310 per annum)
Reporting to: Housing Services Manager

- Working hours are Monday to Friday, between the hours of 9.00am to 5.00pm, with one-hour unpaid break.
- Your usual place of work will be Rosemount Business Park, Unit E2, 141-145 Charles Street, Glasgow, G21 2QA. You are also required to work in the local community, and you will be paid travel expenses from your usual place of work for appointments undertaken in the course of your duties.
- You may be required to work from such other place as the organisation may reasonably require from time to time.
- Annual leave entitlement of 210 hours holiday (equivalent to 6 weeks) pro rata per year in the first year rising to 280 hours (equivalent to 8 weeks) pro rata per year in the second. This includes all public holidays.
- All appointments are subject to a minimum of a 12-week probationary period.
- You will be automatically enrolled into the People's Pension provided you meet the auto-enrolment criteria. Deductions will be taken from your salary in the first month of employment.
- It is the nature of the work of Right There that tasks and responsibilities are, in many circumstances unpredictable and varied. All employees are, therefore, expected to work in a flexible way when the occasion arises.

How We Equip Our People to Thrive

01 Contractual benefits

- **Flexible working** around programme needs.
- **Above Real Living Wage** + Christmas/New Year rota overtime.
- **Jury duty** topped up to full pay.
- **Annual leave:** 6 weeks → 8 after year one; buy or sell 5 days.
- **People's Pension** from day one if eligible; employer and employee each contribute 5%.
- **Life insurance:** 4× salary through the YMCA scheme.

03 Development & wellbeing

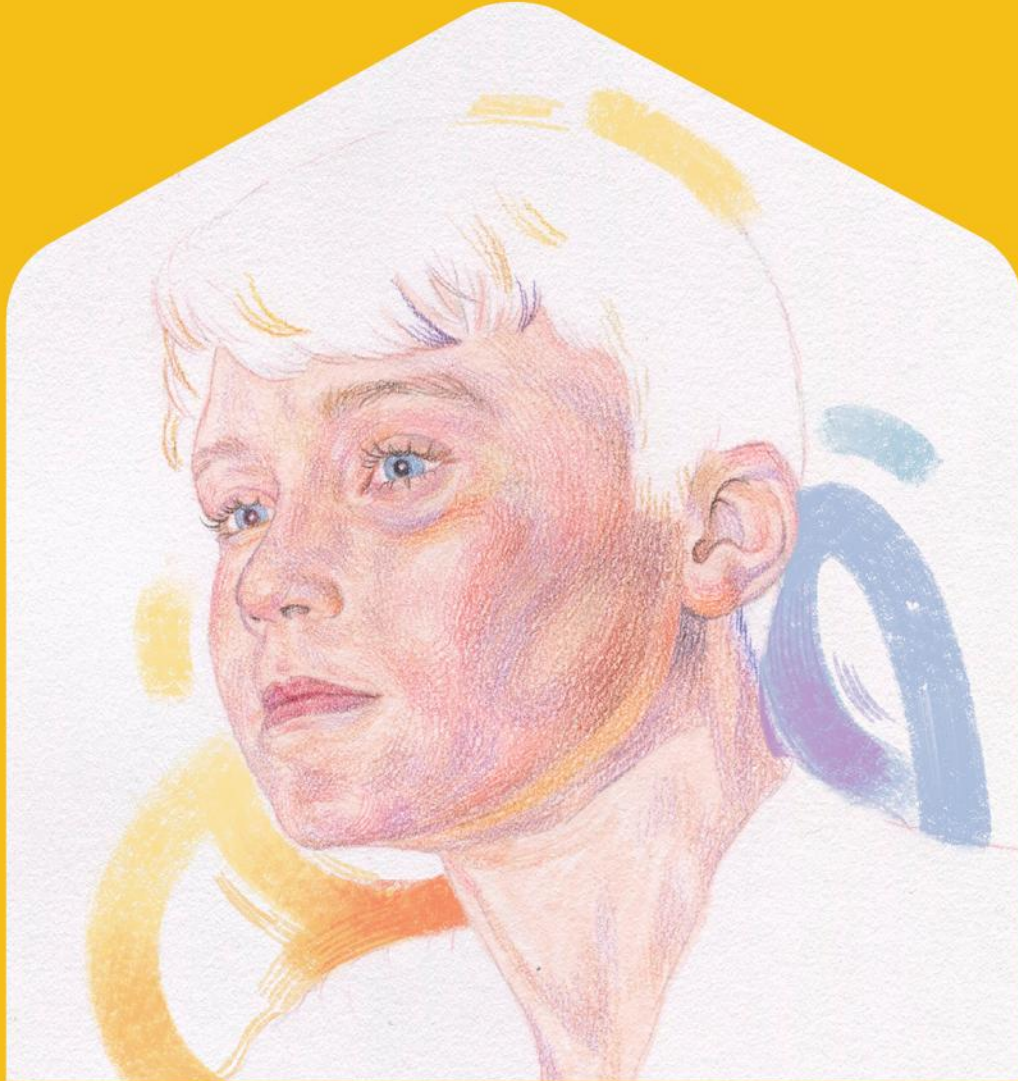
- **24-hour support** through our Employee Assistance Programme, Wellbeing Hub and self-care resources.
- **Mentoring platform:** take part as a mentee, mentor or both.
- **Learning and growth:** People First trauma-informed training plus an annual role-relevant development plan.
- **Funded qualifications:** SVQ levels 2, 3 and 4 for appropriate roles.

02 Enhanced leave

- **Maternity, adoption and shared parental leave:** 26 weeks full pay, then 26 weeks half pay.
- **Paternity leave:** 4 weeks paid.
- **Compassionate leave:** up to 5 paid days after a loss or serious illness of a loved one.
- **Neonatal care leave:** up to 12 weeks full pay for those who qualify, inclusive of statutory pay.
- **Parental bereavement leave:** 2 weeks full pay.

04 Everyday extras

- **Health Shield:** monthly plan with GP Anytime and support towards dental care, glasses, massage and physiotherapy.
- **Save and travel:** Cycle to Work and Glasgow Credit Union offers for people in Glasgow "G" postcodes.
- **Rewards:** £100 Refer a Friend payment (conditions apply).
- **Discounts:** Blue Light Card (£4.99 for two years; 15,000+ offers) and Company Shop.
- **Live events:** enter Concerts for Carers ticket draws.



www.rightthere.org
hello@rightthere.org

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Thank you.

**Good luck with your
application.**

**For People.
At Home. In the Community.**