

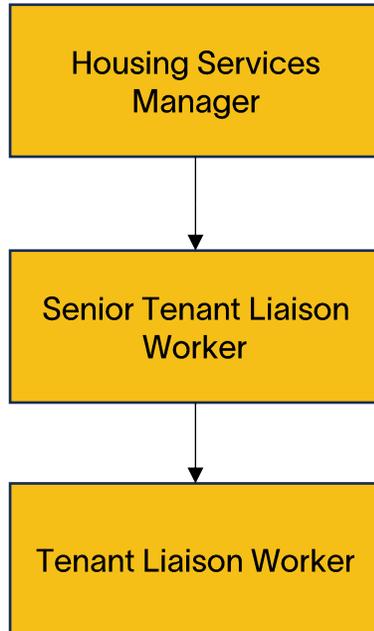
Right There

Job Pack
Senior Tenant Liaison
Worker
Help to Rent
(Oct 2025)

Preventing
homelessness,
one person
at a time

Job Purpose

Senior Tenant Liaison Worker



The Senior Tenant Liaison Worker will play a key operational and leadership role within the Help to Rent Glasgow programme. Reporting to the Housing Services Manager, the postholder will initially **line-manage one Tenant Liaison Worker**, with the expectation that as the service grows, the team and associated line management responsibilities will expand.

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 Tenant Liaison 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 Tenant Liaison 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 Right There, a charity celebrating our 200th anniversary in 2024. We provide tailored support for people, at home, and in the community. We are here for people who are living with the effects of homelessness, poverty, addiction, or family breakdowns. Last year we supported almost 4,000 individuals, helping to prevent them from becoming homeless or separated from the people they love.

We are here to offer the right support at the right time, including breaking down financial barriers; accessing the private rental market; linking up with local health, employment and training services to help people make connections within the community; and, helping people feel happier, safer, and more confident to take steps to improve their own lives.

Every person's story is unique, and everyone's route home is different, so we tailor our response to the individual. We want to challenge stereotypes – it doesn't matter what the situation is – we're not here to judge, only to help.

Our approach is about creating trusting relationships and nurturing people's strengths, and our 200 dedicated staff, mentors and volunteers play a crucial role in this.

Our key areas of focus



For People

We provide tailored support for children and adults to help individuals and families feel happier, create stronger bonds and stay together.



At Home

We provide safe and supportive places to call home for people of all ages, from any circumstances, for as long as they might need it.



In The Community

We provide the tools for people to live independently and build their lives within their community, creating their own safe and secure homes.

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** (minimum 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.
- **Promote positive landlord engagement**, acting as the primary contact for landlords and agents, and fostering collaborative relationships to secure and maintain quality housing options.
- **Champion tenant participation and feedback**, embedding continuous improvement practices within the service.

Leadership and Service Development

- **Directly line manage one Tenant Liaison Worker**, providing 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.
- **Prepare for future leadership responsibilities**, including managing additional staff as service capacity and funding increase.

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.
- **Serve as the primary point of contact** for landlords and partners, ensuring prompt resolution of bond-related queries and tenancy issues, while fostering trust and long-term engagement.
- **Coordinate with internal teams, the Housing Services Manager, and external agencies** to deliver integrated, person-centred support that meets the needs of the people we support and landlords alike.
- **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)**, preparing 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.
- **Ensure case files meet the highest standards**, with all documentation completed accurately, on time, and subject to regular audit checks.

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.
- **Lead on performance monitoring**, compiling and analysing Key Performance Indicators (KPIs) to track progress against contractual and organisational targets.
- **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.
- **Drive achievement of performance targets**, implementing strategies to meet agreed outcomes and optimise service delivery.

Being Part of the Right There Team

- **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.
- **Engage in reflective practice and continuous improvement**, regularly reviewing approaches to enhance service delivery.
- **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.
- ✓ **Comprehensive understanding of the Private Residential and/or Social Housing sector**, 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.
- ✓ **Experience working with individuals experiencing or at risk of homelessness**, demonstrating empathy and solution-focused approaches.
- ✓ **Ability to work under pressure**, prioritise competing tasks, and maintain 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).
- ✓ 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 core place of work will be Rosemount Business Park, Unit E2, 141-145 Charles Street, Glasgow, G21 2QA.
- 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 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

Contractual Benefits

- Opportunities to work flexibly around the needs of your programme.
- Above the Real Living Wage employer and paid overtime for Programme staff who are on rota to work over Christmas and New Year.
- Jury Duty tops-up on top of your allowance to equate to full pay.
- 6 weeks annual leave, rising to 8 after a year (plus you can purchase and sell up to 5 days).
- Contributory pension with the Peoples Pension from day one provided you meet auto-enrolment criteria. Employer and employee contributions are at 5%.
- Life insurance at 4 x your salary through YMCA Group Life Assurance Scheme.

Development and Wellbeing Benefits

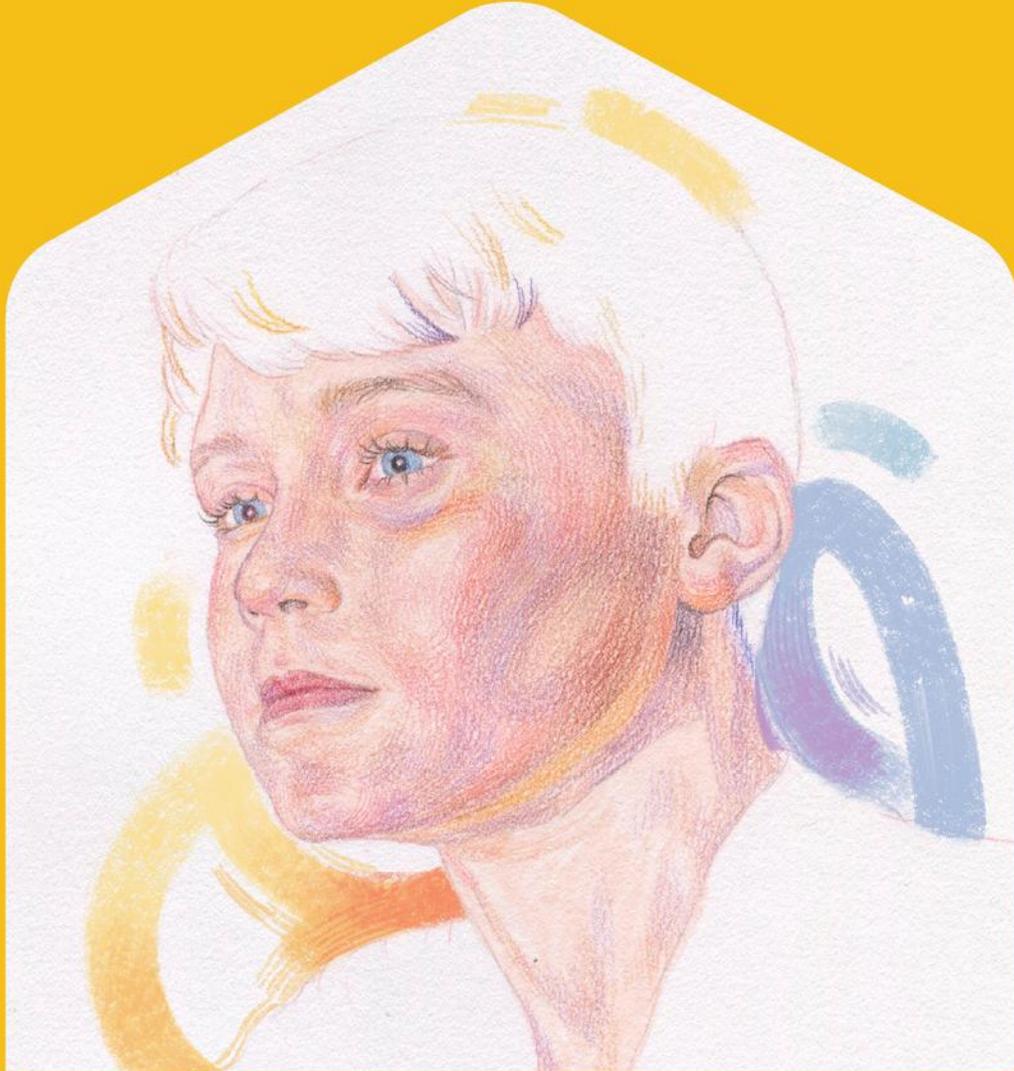
- 24-hour counselling and wellbeing services and self-care hub through Our Employee Assistance Programme and Wellbeing Hub.
- Free access to our Mentoring Platform where you have the opportunity to be mentored by an industry colleague or be a mentor – you could be both!
- Access to a range of development opportunities, such as being trained on our trauma informed [People First approach](#), and access to our annual plan of training and development relevant to your role and growth.
- For appropriate roles, funded SVQ 2, 3 and 4 qualifications.

Enhanced benefits

- Enhanced maternity, adoption and shared parental leave with 26 weeks full pay and 26 weeks half pay.
- Enhanced paternity leave of 4 weeks paid leave.
- Up to 5 paid days for compassionate leave for the loss or serious illness of a loved one.
- For those who qualify, full pay for Neonatal care leave of up to 12 weeks (inclusive of statutory neonatal care pay).
- 2 weeks full pay for Parental Bereavement Leave.

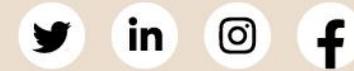
Additional Benefits

- Access to Health Shield, where you can set up a monthly payment plan to access additional wellbeing services, including GP Anytime, payment towards dental care, glasses, massages and physiotherapy.
- Cycle To Work Scheme – hop on your bike to feel healthier and save money.
- Glasgow Credit Union – join to receive offers on loans, savings and mortgages to people who live and work in the Glasgow 'G' postcode.
- Refer a Friend to come work with us and receive £100 (conditions apply)
- As a charity worker you can purchase a [Blue Light Card](#) for £4.99 for two years, offering you access to over 15,000 discounts with local, regional and national UK brands. These discounts are available online and in-store across many categories.
- [Company Shop](#) also offer discounted items to you within their stores
- Sign up for a chance to win free tickets to live events at [Concerts for Carers](#).



www.rightthere.org
hello@rightthere.org

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Thank you.

**Good luck with your
application.**

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