

# Right There

Job Pack

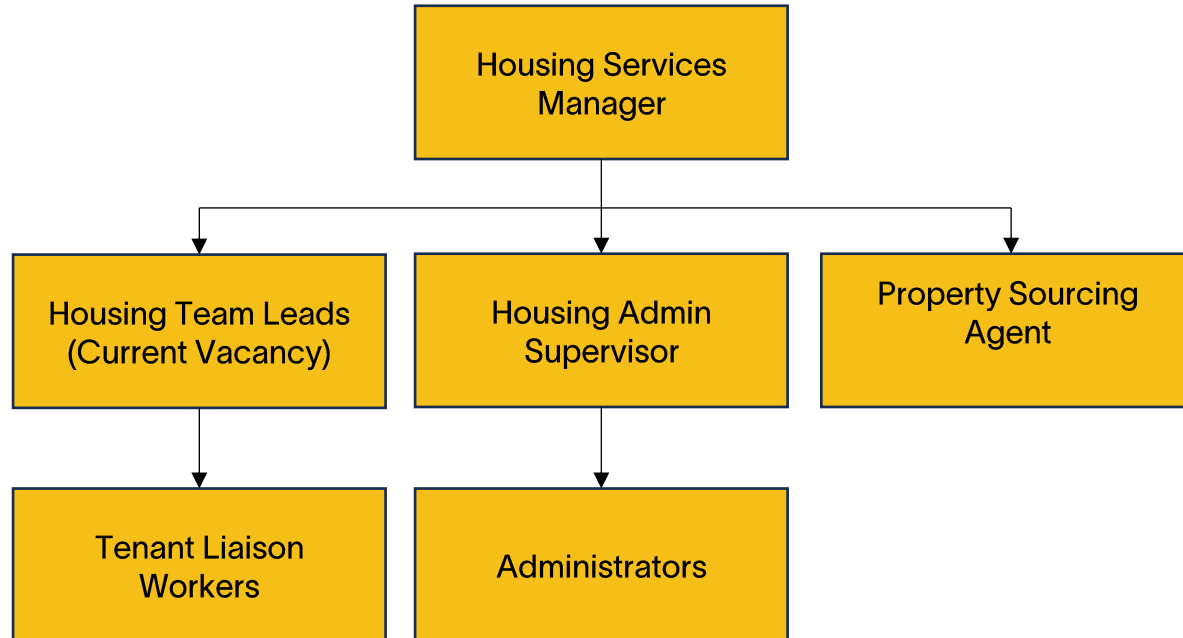
Housing Team Lead

(April 2026)

Preventing  
homelessness,  
one person  
at a time

# Job Purpose

## Housing Team Lead-Short Term Housing Glasgow



Short-Term Housing Glasgow provides a service between private property owners and tenants.

There are two parts to the Service: Help to Rent and Short-Term Housing. Through both of these areas, we provide tenancy sustainment support to people who are experiencing homelessness, or who are at risk of becoming homeless.

We provide high standards of accommodation and, crucially, create a platform for some of society's most under-represented people with the ultimate aim of making a genuine difference in their lives.

The Housing Team Lead will lead a team of Tenant Liaison Workers and manage a programme of best practice meeting expected standards and quality outcomes and implementing operational controls. Ensure staff know and implement policies and procedures. Lead programme development, actively create opportunities for the people we support to feedback and contribute to the development of the programme. Provide direct support cover as required. The Housing Team Lead will liaise with the temporary accommodation team on a weekly basis to discuss referrals and match the people we support to a suitable Right There property.

# 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

## Responsibility to the Programme

- Lead a team of Tenant Liaison Workers to deliver a quality programme focused on the agreed service levels and outcomes for the people we support.
- As a member of the Housing and Communities Management team prepare for and support the implementation of programme growth.
- Lead your direct line reports to implement the annual business plan for the programme
- Ensure all referrals to the service are assessed and progressed in line with service specification.
- Ensure occupancy levels are maintained through efficient allocation and void management of properties.
- Liaise with external agencies such as Community Homeless teams, Housing Benefit and Council Taxteams, landlords, support providers, health services, local authority and other agencies as required.
- Work closely with Right There Property Team to assist in maintaining strong working relationships with Landlords and Agents.
- Assist Right There Property Team with property access request arrangements with Landlords, agents and contractors for compliance, repairs and property inspections.
- Ensure that contractual obligations and the individual needs of those who we support are met by maintaining a system of regular tenancy sustainment support.
- Ensure risk assessments are completed and updated.
- Model to your team and maintain trusting, trauma informed relationships with people we support within established clear professional boundaries
- Advocate on behalf of the people who we support.
- Investigate and resolving any complaints by the people we support, landlords, neighbours or other external parties.
- Ensure a safe environment for the people we support, colleagues and others
- Establish and maintain local networks and work closely with local stakeholders, service providers and commissioners positively representing Right There to local partnership agencies including local authority, Social Work, Housing providers and other local authority

# Main Role Responsibilities

## Responsibility to the programme continued..

- Ensure case files are maintained and all relevant documentation is completed to the highest standards and within agreed timescale and regularly audit the files.
- Work closely with our Finance Team to manage and prevent Housing Benefit Debt and tenant rent arrears.
- Have an understanding of the Welfare benefit system and be willing to undertake any additional training required.
- On call responsibility, to be on an on call rota

## People Management

- Recruit, induct, onboard your team and manage your people resources safely
- Develop a high performing team with focus on positive trusting and supportive relationships with your staff and peers.
- Arranging and facilitating regular team meetings and support and supervision sessions with your team, utilising best practice in performance management to ensure staff are supported to undertake their roles.
- Completing yearly appraisals and personal development plans with your staff team.
- Managing staff sickness and absence issues in conjunction with People Department.
- Investigating any issues of misconduct within the organisation.
- Ensure a safe system of work is in place for staff who are working outside office hours and in lone working situations.

# Roles & Responsibilities

## Responsibility for planning, data, information and finance

- Contribute to the programme Annual Business Plan and ensure the full team understand and work to the agreed objectives.
- Compile Right There Key Performance Indicators (KPIs) to support agreed delivery outcomes for the programme.
- Maintain appropriate tracking, monitoring and evaluation mechanisms for the programme , complete analysis, reporting and recommendations monthly.
- Deliver required local authority returns / reports for the programme.
- Work towards performance targets to achieve agreed results

## Being part of the Right There team:

- Have a high standard of professional integrity with colleagues and other professionals
- Having a detailed knowledge of other relevant services
- Engage in reflective practice.
- Be a proactive team member actively contributing to your service working collaboratively with your colleagues across the organisation.
- Strive for continuous professional development and regular reflection on the approach, caseload and evaluation outcomes with line manager and work in tandem with Right There's People First Team for support and guidance.
- Contribute to the organisations' development and improvement with feedback on the review of organisational policies and procedures and local guidelines
- Engage with any organisational initiatives or working groups
- Adhere to Right There Policies and Procedures, Health and Safety legislation and practises and Property Repairing and Tolerable Standards.
- Always apply safeguarding principles and maintain awareness of child protection and adult protection processes.

# Essential skills and experience



- ✓ SVQ Level 3 or SCQF equivalent or an appropriate housing qualification or willingness to undertake
- ✓ Demonstrable experience of housing management
- ✓ Housing Law, Information and Advice Standards qualification, or willingness to undertake
- ✓ An understanding of social housing field and current relevant legislation and policies
- ✓ Possession of or willingness to undertake additional management training in line with the role
- ✓ Ability to track, analyse and report on key performance indicators
- ✓ Ability to work towards performance targets to achieve agreed results
- ✓ Ability to communicate effectively both verbally and in writing with experience of delivering written and verbal reports.
- ✓ Experience of working with the people we support.
- ✓ Ability to influence and inform good working practices supporting staff to develop skills in delivering a quality housing service.
- ✓ Ability to manage staffing issues on daily basis (performance, sickness absence, time management, etc.) including, ensuring that resource meets service demand.
- ✓ Ability to work under pressure and meet timescales

# Essential skills and experience



- ✓ Ability to work as part of own staff team and local management team
- ✓ Ability to communicate effectively with the Housing Services Manager to ensure timeous reporting of issues relating to the overall management of the services
- ✓ Ability to induct, supervise, support, appraise and manage performance of staff
- ✓ IT skills relevant to the duties of the post
- ✓ Full UK drivers' licence & use of own vehicle for business use (Note: Employees must hold insurance that covers domestic and business use).

## Desirable Skills & Knowledge

- ✓ Willingness to contribute to organisational training and development needs
- ✓ Ability to work collaboratively with the Housing Services Manager in contributing to service reviews/inspections
- ✓ Ability to work on multi-agency basis, and encourage positive partnerships with other agencies
- ✓ First Aid Certificate
- ✓ Knowledge and understanding of housing support requirements
- ✓ Knowledge of local resources
- ✓ Counselling skills in drugs, alcohol and mental health

# Role Details

**Contract:** Full time, permanent, 35 hours per week.  
**Salary:** SCP 28-31 (£32,310 - £35,709 per annum)  
**Reporting to:** Housing Services Manager

- Working hours are Monday to Friday – worked flexibly between the hours of 9.00am to 5.00pm, based on the needs of the service, 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 are also required to work in the local community, and you will be paid travel expenses between your usual place of work and 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 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.
- 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

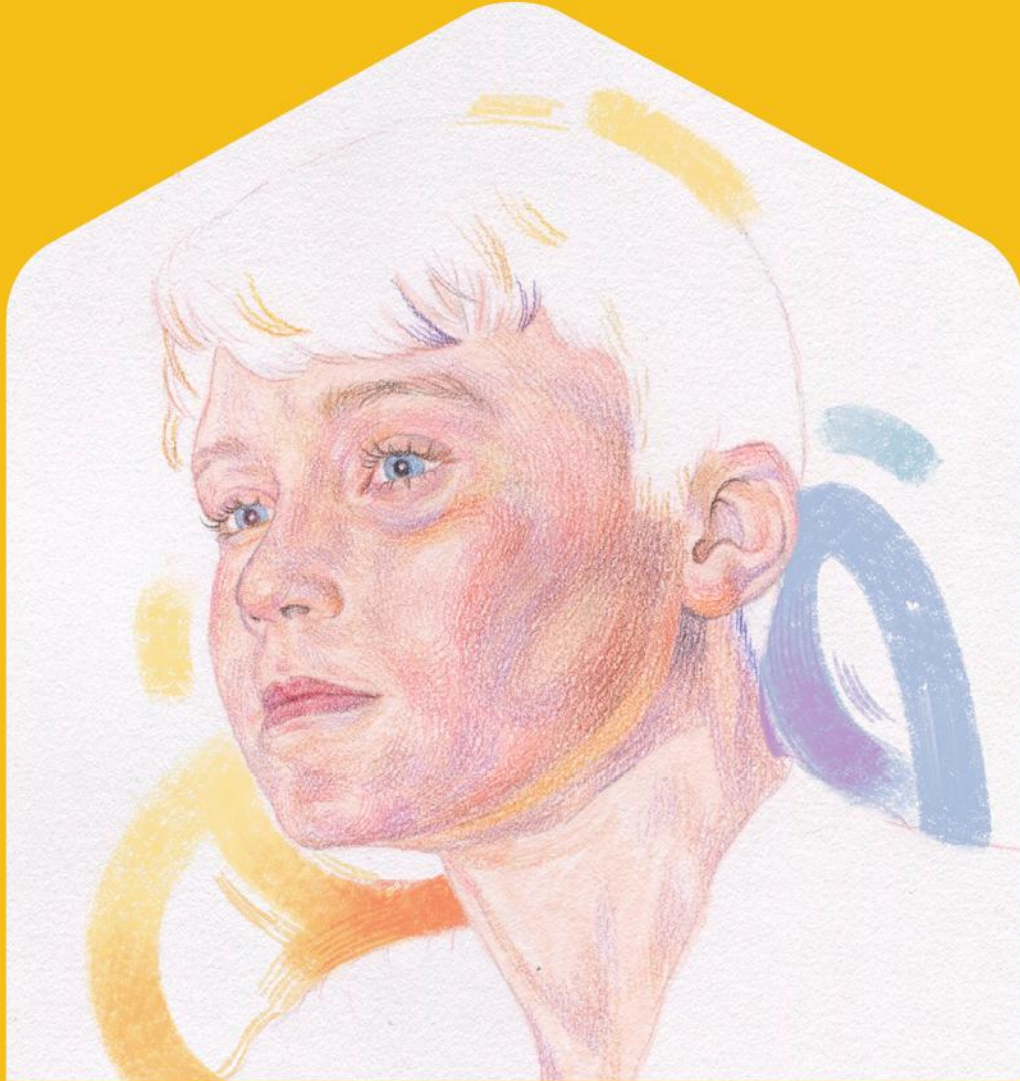
- 24-hour counselling and wellbeing services and self-care hub through Our Employee Assistance Programme and Wellbeing Hub.
- Free access to our Mentoring Platform where you have the opportunity to be mentored by an industry colleague or be a mentor – you could be both!
- Access to a range of development 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](http://www.rightthere.org)  
[hello@rightthere.org](mailto:hello@rightthere.org)

Follow us search 'Right There':



**Thank you.**

**Good luck with your  
application.**

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