

Job Title:	Community Investment Officer
Grade:	Grade 7 (£42,707 - £46,895)
Accountability:	Head of Strategy and Corporate Services

1. CONTEXT

Reidvale Housing Association has recently adopted a Community Investment Strategy bringing together a range of activities designed to protect and enhance the built environment and maximise the impact of the Association’s asset base. A key priority within the Strategy is the delivery of a comprehensive Stonework Repair Programme, which will safeguard the long-term condition of the Association’s traditional tenement stock.

The Community Investment Officer will play a vital role in securing the success of this programme by helping to achieve early buy-in from homeowners through clear communication, proactive consultation, and the establishment of suitable financial mechanisms such as sinking funds and advance payment arrangements.

Alongside this, the postholder will support the development of new acquisition opportunities through Glasgow City Council’s Strategic Acquisition Programme, assist in managing and marketing the Association’s commercial and community leases, and contribute to the wider implementation of the Community Investment Strategy.

Working closely with the Head of Strategy and Corporate Services and the Head of Asset Investment, the role will help to strengthen compliance, build effective systems and processes, and promote a joined-up approach to managing the Association’s homes, assets, and community resources.

2. JOB PURPOSE

- 2.1 The Community Investment Officer is responsible to the Head of Strategy and Corporate Services.
- 2.2 The Community Investment Officer will carry out other duties as defined, from time to time, by the Director or the Management Committee.

- 2.3 The duties of the post will be reviewed and modified in line with the demands of the service.

Role and responsibilities are carried out whilst upholding the values of the Association as these guide our behaviours, decisions and actions, these are:

- **Be Honest** and open in our approach, decisions and communications
- **Be Accountable** to our tenants, community and each other
- **Be Respectful** and considerate in how we treat each other
- **Be Supportive** and willing to go the extra mile

3. KEY TASKS AND RESPONSIBILITIES

- 3.1 Contribute to the development, implementation and review of the Association's Factoring, and Community Investment systems, policies, and procedures, ensuring compliance with legislation, regulatory standards, and good practice.
- 3.2 Lead engagement with homeowners as part of the Association's major investment and stonework repair programmes, ensuring consultation and communication processes are comprehensive, accessible, and aligned with Title Deeds and relevant factoring legislation.
- 3.3 Support the acquisition of properties through Glasgow City Council's Strategic Acquisition Programme and other relevant funding streams, coordinating engagement with owners and ensuring effective progression of acquisitions from enquiry through to completion.
- 3.4 Support the management and marketing of the Association's commercial and community properties, including lease preparation, compliance monitoring, and tenant liaison.
- 3.5 Contribute to the development and delivery of the Association's Community Investment Strategy, supporting initiatives that enhance neighbourhood sustainability and improve the quality of place and home standards.
- 3.6 Provide advice and support to maintenance colleagues to ensure factoring responsibilities are delivered in accordance with Title Deeds, policy, and legislation.
- 3.7 Demonstrate a flexible approach by collaborating with and providing cover for other members of the team.
- 3.8 Take ownership of objectives delegated by the Head of Strategy and Corporate Services and support the delivery of the day-to-day business of the Association.

4. FACTORING AND PROPERTY MANAGEMENT

- 4.1 Work closely with the Head of Strategy and Corporate Services to support the review and implementation of systems, processes, and documentation that ensure compliance with Title Deeds, the Written Statement of Services, and relevant factoring legislation.
- 4.2 Support the delivery of the Association's comprehensive Stonework Repair Programme by leading homeowner consultation and engagement activity, promoting understanding of costs, timelines, and decision-making processes.
- 4.3 Assist in establishing and administering sinking funds, advance payment arrangements, and other financial mechanisms to enable major common repairs to proceed efficiently and within programme timescales.
- 4.4 Support the preparation and issue of factoring invoices, respond promptly to homeowner enquiries, and assist in the reconciliation of accounts to ensure accuracy and transparency.
- 4.5 Provide advice and practical support to colleagues across the organisation to ensure that factoring responsibilities are clearly understood and applied in all relevant activities.
- 4.6 Maintain accurate and transparent records of homeowner communication, consultation outcomes, and financial contributions in line with the Association's policies and statutory requirements.

5. ACQUISITIONS

- 5.1 Support the identification and development of a rolling acquisitions pipeline in line with the Association's Community Investment Strategy, ensuring opportunities are proactively identified and assessed.
- 5.2 Coordinate property acquisition processes, including identifying suitable opportunities, liaising with owners, obtaining valuations, and preparing supporting documentation for committee approval.
- 5.3 Support communication and negotiation with owners who may wish to sell, ensuring information is presented sensitively and in line with RHA's community objectives.
- 5.4 Liaise with Glasgow City Council and other funding partners to progress acquisition proposals and maintain accurate records of funding applications and approvals.

6. COMMERCIAL AND COMMUNITY LEASING

- 6.1 Assist in the management and monitoring of commercial and community leases, ensuring compliance with lease terms, rent collection, and health and safety requirements.
- 6.2 Support the marketing and promotion of available commercial and community spaces to local organisations, ensuring alignment with RHA's wider regeneration and community investment objectives.
- 6.3 Build and maintain strong relationships with commercial and community tenants, responding to queries promptly and ensuring issues are resolved effectively.

7. HOME AND PLACE STANDARD

- 7.1 Support the implementation of the Community Investment Strategy, including initiatives that enhance the quality of neighbourhood environments and contribute to the long-term sustainability of the community.
- 7.2 Assist in the development of a Place and Home Standard to ensure investment decisions reflect the needs and aspirations of tenants, owners, and the wider community.
- 7.3 Promote partnership working with community organisations, local businesses, and public agencies to deliver projects and activities that align with the Association's objectives.

8. PERFORMANCE MANAGEMENT

- 8.1 Contribute to achieving agreed performance standards and Key Performance Indicators across factoring, acquisitions, leasing, and community investment functions.
- 8.2 Support the preparation of performance reports and management information as required.
- 8.3 Identify areas for improvement and propose solutions to enhance efficiency and customer satisfaction.

9. VALUE FOR MONEY

- 9.1 Work in an efficient manner that delivers value for money for tenants, homeowners, and stakeholders.

- 9.2 Identify opportunities to streamline processes, improve communication, and deliver better outcomes through collaboration and innovation.
- 9.3 Work within defined limits of financial authority and contribute to the effective procurement and management of works and services.

10. GENERAL

- 10.1 Assist in the preparation of reports, committee papers, and project documentation as required.
- 10.2 Liaise with contractors, consultants, and other external agencies as necessary.
- 10.3 Respond to enquiries and complaints in a professional, timely, and customer-focused manner.
- 10.4 Contribute to the delivery of the Association's strategic objectives, values, and community-focused ethos.
- 10.5 Be responsive to shifting priorities and demonstrate flexibility in supporting the broader work of the Association.

Education and Qualifications	E	D
Relevant qualification in housing, property, surveying or a related discipline.	✓	
Membership or working towards a relevant professional body (e.g. CIH, RICS, IPM or similar).		✓
Evidence of relevant professional development or training in housing or property management.	✓	
Experience		
Experience working within a housing association, local authority, property management or similar environment	✓	
Experience of engaging and communicating effectively with residents, homeowners or community stakeholders.	✓	
Experience supporting consultation processes for property investment or common repairs.	✓	
Experience of interpreting and applying policies, procedures and legislation.	✓	
Experience of coordinating projects or programmes involving multiple stakeholders.	✓	
Experience of factoring, property management, or owner engagement within tenemental property.		✓
Experience of acquisitions, property transactions or housing development processes.		✓
Experience of managing or supporting commercial or community leases.		✓
Skills, Abilities & Personal Attributes		
Excellent communication skills with the ability to explain complex issues clearly and sensitively to a wide range of audiences.	✓	
Strong interpersonal skills with the ability to build trust and maintain positive relationships with homeowners, tenants, colleagues and partners.	✓	
Ability to manage multiple priorities and organise work effectively to meet deadlines.	✓	

Strong problem solving skills and the ability to identify practical solutions to complex issues.	✓	
Ability to analyse information and present it clearly in written reports and correspondence.	✓	
Ability to work both independently and collaboratively as part of a team.	✓	
A proactive and flexible approach to work with a commitment to delivering high quality services.	✓	
Commitment to the values of Reidvale Housing Association and its community-focused ethos.	✓	
Knowledge		
Understanding of the role and purpose of housing associations within local communities.	✓	
Knowledge of property management, common repairs and homeowner consultation processes.	✓	
Understanding of factoring legislation and practice in Scotland.		✓
Knowledge of traditional tenemental housing and common repair issues.		✓
Understanding of housing policy, regulation and good practice in the Scottish social housing sector.		✓
Other Requirements		
Ability to work flexibly to meet the needs of the service.	✓	
Commitment to equality, diversity and inclusive service delivery.	✓	
Ability to attend meetings, events and site visits as required.	✓	