



## ng2 Recruitment Pack

### Customer Services Officer



#### **Our Vision:**

A community where people can flourish and prosper



## Welcome to ng2 Ltd.

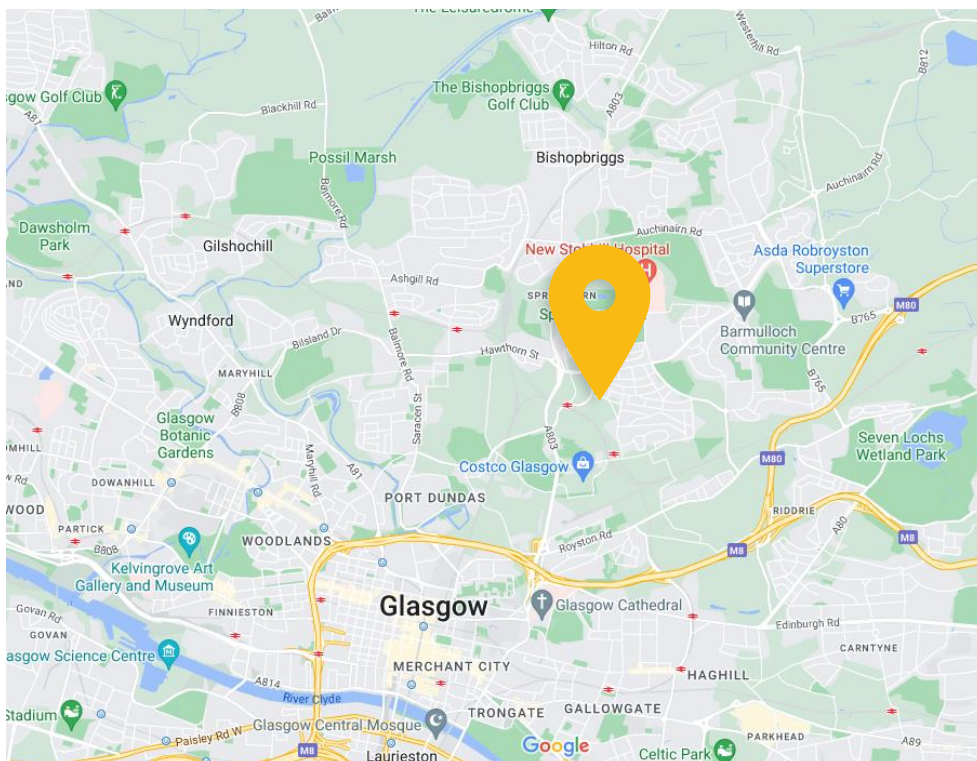
Thank you for showing an interest in ng2 and the role for which we are currently advertising.

ng2 is a wholly owned subsidiary of ng homes, one of Scotland's leading housing associations with a reputation for delivering excellent pro-active services. A leading community-based Housing Association that provides housing and support services to almost 7,000 tenants and owners within North Glasgow., ng homes' customers are at the heart of our business, and we strive to deliver customer service excellence in all that we do.

Having motivated and enthusiastic staff who want to deliver for the organisation is critical to this.

We hope you find this pack provides you with an overview of who we are and the vital work we do – and helps support you as you complete your application.

We wish you every success in your application.





## Introduction to ng2 Ltd.

ng2 Ltd is a wholly owned subsidiary of ng homes, a Registered Social Landlord, Housing Association and Registered Scottish Charity based in North Glasgow, Scotland and operates as a Social Enterprise.

The ng2 Ltd subsidiary officially started operations in 2010 and we have grown year on year ever since.

The Social Enterprise was set up for two main reasons; to provide essential services to our tenants and their homes and to provide opportunities for local people. From essential maintenance to energy advice and support, we endeavour to provide our people with opportunities to develop their skills. At ng2 Ltd we also support local employability programmes.



At the very heart of what we do is ensuring services, support and maintenance serve the people of North Glasgow. We are constantly developing to meet new challenges and evolving to meet the demands of North Glasgow.

The idea is that costs for maintenance or upkeep which would normally be outsourced are kept within the community. This allows us to invest more in our own people, whilst saving costs which are better invested elsewhere.

ng2 Ltd currently employs approximately 80 people and this is rising every year. We are proud of ng2 Ltd.'s early success but there is much more work to be done.

## Our Values



- ⇒ We are a quality organisation delivering excellence
- ⇒ We act with integrity
- ⇒ We are customer focused and put the customer first
- ⇒ We are trusted and trusting
- ⇒ We are accountable



## Tell me more

**Detailed Conditions of Service will be issued within your contract of employment if you are appointed. The following is a summary of the main conditions:**

✓ **Salary**

You will be paid monthly on the 28<sup>th</sup> of each month directly into your nominated bank account.

✓ **Holidays**

Your annual holiday entitlement is a minimum of 28 days per year (accrued pro-rata depending on the shifts worked and on completed months of service during the calendar year).

<b>Completed year(s) service</b>	<b>Total Annual Leave</b>
0 – 1 year	28 days
1 - 2 years	29 days
2 – 3 years	30 days
3 – 4 years	31 days
4 – 5 years	32 days
5 years and over	33 days

designated or recognised as 'bank' or 'public' holidays.

The Company will advise you of any holidays that must be taken on specific days, for example, 25 & 26 December and 1 & 2 January in any calendar year.

There is no automatic right to time off on 'recognised' public or bank holidays and all requests for annual leave must be submitted to your line manager in advance for authorisation dependent on the demands of the service.

This is inclusive of any days

✓ **Hours of work**

These will be in line with the local arrangements in place for each area of operation within the Company.

For Close Cleaning and Environmental Services these will normally be Monday – Friday between the hours of 9.00 a.m. – 5.00 p.m. although all employees are expected to work flexibly depending on the requirements of the service. Lunch breaks will be advised by management at each location/area of operation.

For Concierge based employees the hours of work will be advised locally in line with existing arrangements and/or shift patterns.

The Company does not pay premium rates for hours worked out with normal operating times and reserves the right to use its discretion to compensate employees for such work by giving the equivalent time off in lieu or payment at 'plain time'.

## **Place of Work**

All ng2 Ltd employees are required to work in any of the Company's premises and/or to work at designated sites / workstations as required by our client(s) including North Glasgow Housing Association.

### ✓ **Pension**

From the age of 22 (and providing your salary is over £10,000 per annum) you will be auto enrolled into the Company Pension Scheme, administered by The People's Pension (provided by B & CE). When you are eligible to join, you will receive a Joiners Pack from the People's Pension that will give you more detailed information and will specify the percentage contribution level that ng2 Ltd has chosen for our scheme. Your communication from The People's Pension will outline your options in respect to the pension scheme including providing you with the opportunity to opt-out of the auto-enrolment scheme.

### ✓ **Sick Pay**

The Company does not operate an Occupational Sick Pay Scheme. However, if you meet the statutory qualifying conditions, you may be entitled to Statutory Sick Pay.

### ✓ **Sickness and Absenteeism**

The Company expects all employees to make every effort to come to work to ensure that sickness levels are kept to a minimum. While the Company's policy is to support employees with health concerns, sickness and absenteeism is monitored closely as good attendance and timekeeping are crucial to the effective delivery of the services we provide.

### ✓ **Health & Safety**

The Company is committed to the wellbeing and safety of all employees and the Health & Safety policies and procedures are constantly reviewed to ensure that we operate safely at all times in line with relevant legislation and good practice.

### ✓ **Family Friendly Policies**

Employees will be entitled to Maternity, Paternity, Adoption and Parental Leave in line with current legislation.

### ✓ **Equal Opportunities**

The Company is committed to equality in everything that we do and we will comply with the provisions of current legislation, primarily the Equality Act 2010.

### ✓ **Termination of Employment**

Notice periods for the termination of employment are dependent on length of service and will be made clear in your contract of employment.

### ✓ **Company Health Plan**

The Association will provide a Healthcare Plan on behalf of all members of staff. The payment of this plan will be set by the Association and may be varied without consultation. This will be treated as a taxable benefit.



## Interested ...?

Here's what you need to know and how to apply.

**JOB TITLE: Customer Services Officer**  
**LOCATION: North Glasgow**  
**CONTRACT: Fixed Term for 12 months**  
**HOURS: 35 hours per week**  
**SALARY: £19,838 per annum (£10.90 per hour)**  
**Company Health Plan included**

ng2 Ltd is a wholly-owned subsidiary of ng homes, which is one of Scotland's leading housing associations with a reputation for delivering excellent pro-active services. Since 2010 ng2 Ltd has developed an excellent track record for delivering a range of high quality services for the housing association and delivering real and sustainable employment opportunities for local people.

We are looking to recruit a Customer Services Officer who will deliver a high quality, excellent service to our tenants and customers in a Call Centre environment. Assisting with clerical and admin duties particularly in Repairs but across all Housing activities. The Customer Services Officer will provide a courteous, sensitive and responsive service and deal with enquiries by telephone in line with our Customer Care Policy and target response times.

The successful candidate will be appointed on ng2 Ltd terms and conditions of employment. ng2 Ltd does not have a sick-pay scheme however a pension scheme is offered in line with auto-enrolment and annual leave is a minimum of 28 days per annum inclusive of public holidays.

If you wish to apply for this post please download an application pack from the ng homes website [www.nghomes.net](http://www.nghomes.net), alternatively contact Marion Gallacher on 0141 336 1310 for an application pack.

Completed application forms should be returned by email to [hr@nghomes.net](mailto:hr@nghomes.net) with the subject heading: **Customer Services Officer**.

If you are returning your application by post please send to; Marion Gallacher, Corporate Services Assistant, 50 Reidhouse Street, Glasgow, G21 4LS.

**The closing date for receipt of completed applications is Wednesday 7 February 2024 at 12 noon. Interviews will be held on Thursday 15 February 2024.**

**Applications received after this date/time will not be considered.**  
**Please note that we do not accept CV.**



# Job Profile/Person Specification



<b>Job Description</b>			
<b>Job Title</b>	Customer Services Officer	<b>Date Completed</b>	July 2023
<b>Reporting to</b>	Customer Services Team Leader		
<b>Job Purpose</b>			
<p>The Customer Services Officer will deliver an excellent high quality service to our tenants and customers in a Call Centre environment. Assisting with clerical and admin duties particularly in repairs but across all Housing activities. The Customer Services Officer will provide a courteous, sensitive and responsive service and deal with enquiries by telephone in line with our Customer Care Policy and target response times.</p>			
<b>Main Duties of the post</b>			
<p>The main activities of the post are to:</p> <ul style="list-style-type: none"><li>• Answer all calls coming into the organisation in a polite and efficient manner</li><li>• Deliver a professional, efficient and effective service to tenants and customers by being courteous, sensitive and responsive to all enquiries</li><li>• Deal with all enquiries in line with our Customer Care Policy</li><li>• Report repairs and liaise closely with contractors</li><li>• Provide efficient clerical and admin support using the range of Microsoft Office applications and in-house information systems</li><li>• Log all customer complaints in accordance with our Complaints Policy</li><li>• Assist with Customer Satisfaction Surveys as required</li><li>• Ensure that the working area is maintained to the highest possible standards</li><li>• Adhere to all Health &amp; Safety legislation and comply with the company's policies and procedures</li><li>• Contribute to discussions about the review of processes and procedures as required</li><li>• Undertake any other relevant duties not listed here but reasonably required as part of the role</li></ul>			

<b>Person Specification</b>		
<b>Category</b>	<b>Essential Criteria</b>	<b>Desirable Criteria</b>
<b>Experience</b>	Experience of working in a busy customer focused environment	Experience of delivering an excellent telephone service to the public  Experience of working for a Housing Association/Registered Social Landlord
<b>Skills and Abilities</b>	Effective communication and listening skills  Sound IT skills using Microsoft Office packages  Excellent organisational skills  Excellent telephone manner  Ability to work on an individual basis and as part of a team  Flexible, adaptable and able to work in pressurised situations	Good writing skills
<b>Qualifications and Knowledge</b>	Basic educational qualifications	Knowledge of the services provided by ng homes and the local areas covered
<b>Personal Qualities</b>	Approachable and enthusiastic  Self-motivated and able to work on own initiative	Resilient and focused





## Guidance Notes for Job Application

Please tick the boxes to confirm you have read these notes carefully – they are there to help you make the best of your application.

**Please ensure you complete and return the Application Form, Declaration of Interest Form and Eligibility to Work in the United Kingdom Form. Failure to return any of these forms may result in your application being withdrawn from the selection process.**

All posts will be subject to confirmation of qualification, eligibility to work in the United Kingdom, satisfactory references, satisfactory health clearance and PVG check (if applicable to the post).

1. The form should be typed or completed in black/blue ink for photocopying purposes.	Tick <input type="checkbox"/>
2. Please do not send in your curriculum vitae.	<input type="checkbox"/>
3. One of your references should be your present or most recent employer. If you have not been employed or have been out of employment for a long time, you may wish to give the name of your last employer or someone who knows you sufficiently well to confirm the information you have given and to comment on your ability to do the job. Please note the referees will <b>not</b> be contacted prior to interview.	<input type="checkbox"/>
4. The enclosed Person Specification lists the minimum essential requirements for this post. When short listing for interview, the selection panel will consider the information contained in your application form and assess this against the Person Specification.	<input type="checkbox"/>
5. It is not the responsibility of the selection panel to make assumptions about the nature of the work you have done from a list of job titles. It is therefore important that you use the space provided to detail your experience and skills. Neither is it enough for you just to state that you meet the requirements of the post. Life experience and skills are just as valid, so long as you are able to demonstrate this.	<input type="checkbox"/>
6. If you are short listed for interview, the selection panel will wish to discuss the areas covered in the Person Specification in more details. This will include your commitment to and understanding of Equal Opportunities.	<input type="checkbox"/>
7. If you are related to any employee of ng homes or our subsidiary company ng2 Ltd, or to any Board or Sub-Committee member of ng homes or our subsidiaries ng2 Ltd or ng property (Scotland) – please provide details via the enclosed Declaration of Interest Form.	<input type="checkbox"/>
8. ng group is an Equal Opportunities employer and we make appointments on merit, regardless of: age, disability, gender, reassignment, marriage & civil partnership, pregnancy & maternity, race (including colour, nationality ethnic or national origins and citizenship), religion/belief, sex and sexual orientation.	<input type="checkbox"/>



**ng2 Ltd**  
350 Darnick Street  
Springburn,  
Glasgow,  
G21 4AA

**phone:** 0141 630 4252  
**email:** [info@ng2works.com](mailto:info@ng2works.com)  
**website:** [www.nghomes.net](http://www.nghomes.net)  
**Twitter:** @ng\_homes

