



ng2 Recruitment Pack

Damp and Mould Inspection Officer



Our Vision:

A community where people can flourish and prosper





Welcome to ng2 Ltd.

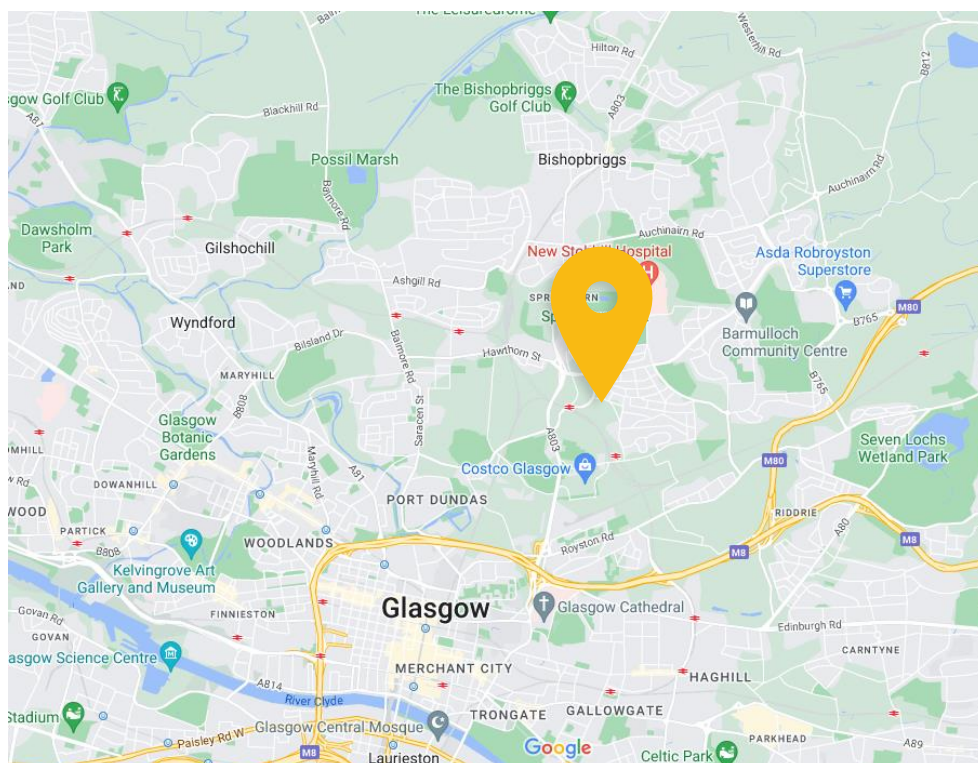
Thank you for showing an interest in ng2 and the role for which we are currently advertising.

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 friendly and treat people with respect
- ⇒ 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 28th 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).

Completed year(s) service	Total Annual Leave
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

This is inclusive of any 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.

✓ **Hours of work**

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

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).

✓ **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**

ng2 Ltd will provide a Healthcare Plan on behalf of all members of staff. The payment of this plan will be set by the organisation 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: Damp and Mould Inspection Officer
LOCATION: North Glasgow
CONTRACT: Permanent
HOURS: 40 hours per week
SALARY: £20.34 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.

The Damp and Mould Inspection Officer will provide a high-quality, customer-focused service to tenants, specialising in the inspection and monitoring of damp and mould levels. A key part of the role will involve providing support to ng2's Multi-Trade Manager and liaising effectively with ng homes staff, including Property Services and Housing Services colleagues.

The role will work on day-to-day repairs, overseeing works, snagging and signing off works to deliver ng2's agreed targets. The post holder must ensure a prompt and effective response to enquiries and take a proactive approach.

Experience of planned and reactive repairs, working in a construction/property related background is essential, as is a good knowledge of Health and Safety Legislation and practice including Construction Design & Management (CDM) Regulations 2015.

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 the recruitment pack from the ng homes website www.nghomes.net, alternatively contact Marion Gallacher on 0141 336 1310.

Completed applications should be returned by email to hr@nghomes.net with the subject heading: Damp and Mould Inspection Officer.

If you are returning your application by post please send to; Marion Gallacher, Corporate Services Assistant, 51 Reidhouse Street, Glasgow, G21 4LS.

The closing date for receipt of completed applications is 12 noon on Thursday 8 October 2026.

Applications received after this date will not be considered.



Job Profile/Person Specification



Job Details			
Job Title:	Damp and Mould Inspection Officer	Contract:	Fixed term for 12 months
Date Completed:	May 2026	Reporting To:	Multi-Trade Manager
Job Summary			
The Damp and Mould Inspection Officer will provide a high-quality, customer-focused service to tenants, specialising in the inspection and monitoring of damp and mould levels. A key part of the role will involve providing support to ng2's Multi-Trade Manager and liaising effectively with ng homes staff, including Property Services and Housing Services colleagues. The role will work on day-to-day repairs, overseeing works, snagging and signing off works to deliver ng2's agreed targets. The post holder must ensure a prompt and effective response to enquiries and take a proactive approach.			
Main Duties of the Post			
Damp and Mould • Diagnose and address dampness and condensation. • Ensure services relating to damp and mould are delivered effectively and efficiently, meeting legislative requirements. • Identify and arrange for any additional support required to enable properties to become damp and mould free. • Attend properties to assess the issues relating to damp and mould, co-ordinate an appropriate response and take photographs, where required. • Use Iopt sensor data to ensure properties are functioning as they should be and escalate where required. • Work collaboratively and liaise with ng homes housing and property staff when tenants fail to provide access for damp and mould remedial works. • Work with ng homes staff to identify any properties with high readings and visit as required. • Provide professional support and advice to the Multi-Trade Manager, Head of Business Operations and ng homes staff to proactively improve levels of damp and mould across ng homes' housing stock. • Produce cost and time estimates for works. • Ensure process map for damp and mould is followed without exception. • Work alongside ng homes staff to ensure their No Access Policy is strictly adhered to when tenants fail to provide access for scheduled damp and mould remedial works. • Liaise with ng homes Housing Officers on decant programs in relation to damp and mould. • Assist the Multi-Trade Manager with the trades team, including co-ordinating work. • During lulls in damp and mould cases it would be expected that this postholder would undertake some other relevant duties i.e void inspections/assisting with ng2's trades staff where appropriate.			

Day to Day Repairs

- Identify any repairs/damage to properties requiring action.
- Work closely with ng2 trades staff and provide support to ensure works are completed on time.
- Monitor and report on performance against targets for void turnaround times and all repairs and maintenance work.
- Collate information and update HomeMaster to ensure current information is held for all customers and all visits are recorded.
- Raise work orders and check and authorise repairs invoices daily.
- Be the first point of contact attending the property to assess the repair/damp and mould issues and co-ordinate an appropriate response and take photographs, where required.
- Prepare Property Condition Reports and Justification Reports via the digital platform.
- Liaise with ng2 sub-contractors and consultants in relation to repairs and maintenance.

General

- Adhere to all relevant Health and Safety legislation, taking full responsibility for Risk Assessments and Method Statements.
- Raise any health and safety concerns with the Multi-Trade Manager or other relevant manager, Principal Designer and Principal Contractor in line with the Construction (Design and Management) Regulations 2015.
- Undertake any other reasonable duties as required.

Person Specification

Category	Essential Criteria	Desirable Criteria
Experience	• Knowledge of current Planning Legislation, Building Regulations and Codes of Practice • Good knowledge of Health and safety Legislation and practice including Construction Design & Management (CDM) Regulations 2015 and The Health and Safety at Work Act 1974 • Building Services background • Experience of planned and reactive repairs and maintenance • Experience of working in a construction/property repair related background	• Knowledge of Housing Management systems
Skills and Abilities	• Ability to establish an appropriate working relationship with staff across various departments, both with internal and external stakeholders. • A broad understanding of the building industry, including knowledge of	• Good negotiating and networking skills

	materials, trades, methods and legal requirements • Ability to inspect and assess quality of work, and accuracy against construction documents and take appropriate action to remedy inconsistencies • Strong IT skills including working knowledge of Microsoft packages	
Qualifications and Knowledge	• Construction related vocational training, such as City and Guilds or similar	
Personal Qualities	• Reliable, self-motivated, articulate, confident and enthusiastic • Approachable with a positive attitude to team working and assisting colleagues • An effective team player with the ability to cope with changing circumstances and demands	
Other Requirements	• Committed to providing a high level of customer service at all times • Full UK driving licence • Flexibility to work out with normal office hours, if required	

ng group 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 ☐
2. Please do not send in your curriculum vitae.	☐
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 not be contacted prior to interview.	☐
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.	☐
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.	☐
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.	☐
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.	☐
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.	☐



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