



# ng homes Recruitment Pack

## *HR Officer (Maternity Cover)*



**Our Vision: A community where people can flourish and prosper**





## Welcome to ng homes

Thank you for showing an interest in ng homes and the role for which we are currently advertising. We hope you find this pack provides you with a glimpse into the Association and the vital work we do – and helps support you as you complete your application.

We wish you every success in your application.

### Who we are

The Association was started in 1976 as Mansel St Monance Housing Association and over the last five decades has acted to represent, support, and serve the people of the area.

ng homes is a leading community based Housing Association that provides housing and support services to almost 7,000 tenants and owners within North Glasgow. We have over 5,000 homes across North Glasgow in the communities of Springburn, Balornock, Possilpark and Parkhouse.

### What we do

ng homes sits at the heart of the North Glasgow community. We are more than just a provider of homes. We are an anchor organisation which works with the community to improve the standard of living and housing and ultimately improve the lives of our tenants.

We accept the responsibility we have as a social housing provider to not only provide the highest quality of homes, but also to provide support, advice and services which go beyond providing a roof over people's heads.

We offer financial advice and guidance and support with community development. We invest in the area and work closely with local politicians, councils, businesses, and people. We champion industry, equality, and diversity. We are dedicated to providing opportunities for local people.

We want to be synonymous with the progress and work done in this region. This is ongoing – we are dedicated to ensuring services and support are in place which meets the challenges of the area and needs of local people.

But there is still much work to be done, and that's where you come in.

By joining ng homes, you will be a part of an Association that puts local people first and which aims to play a pioneering role in the future of Scottish Social Housing. As a team, we are dedicated to this cause.

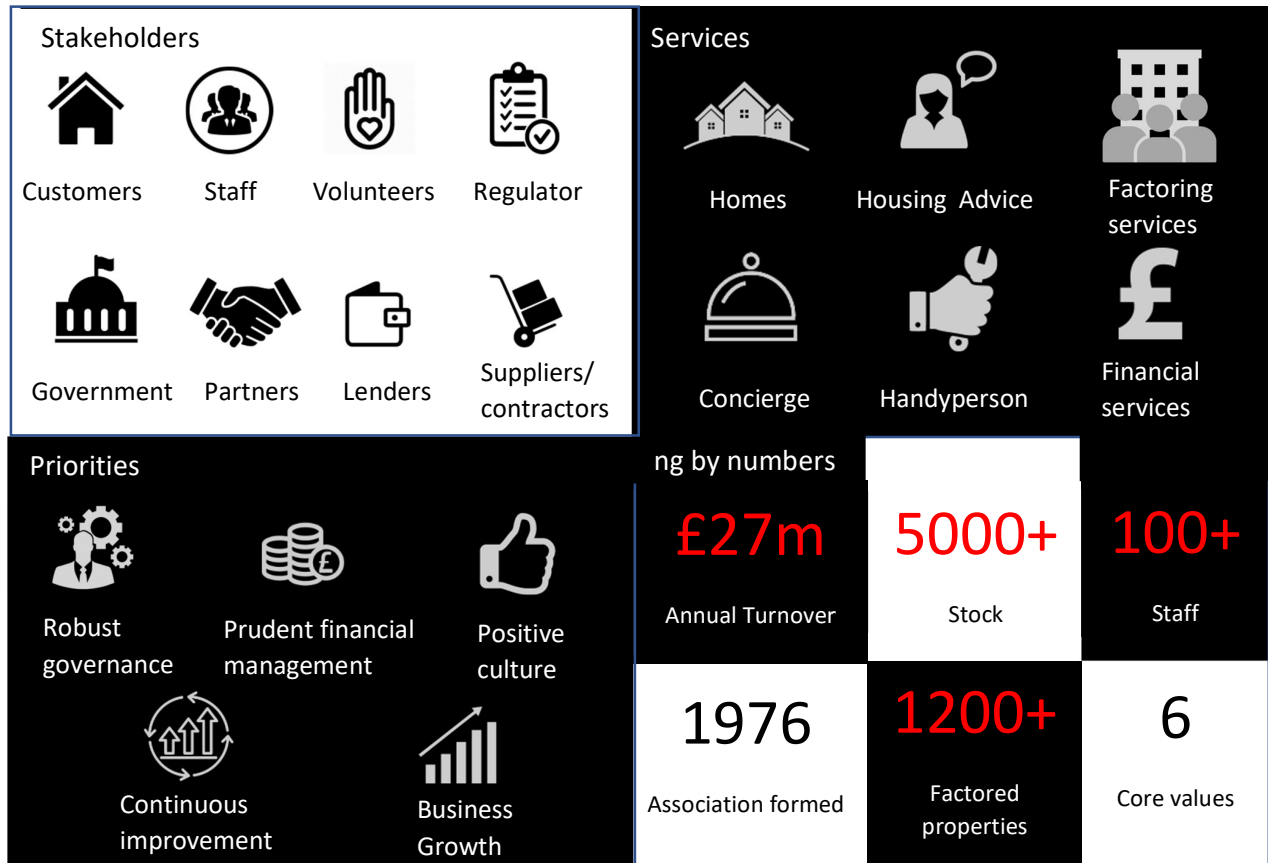


### Our Values

- ⇒ 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

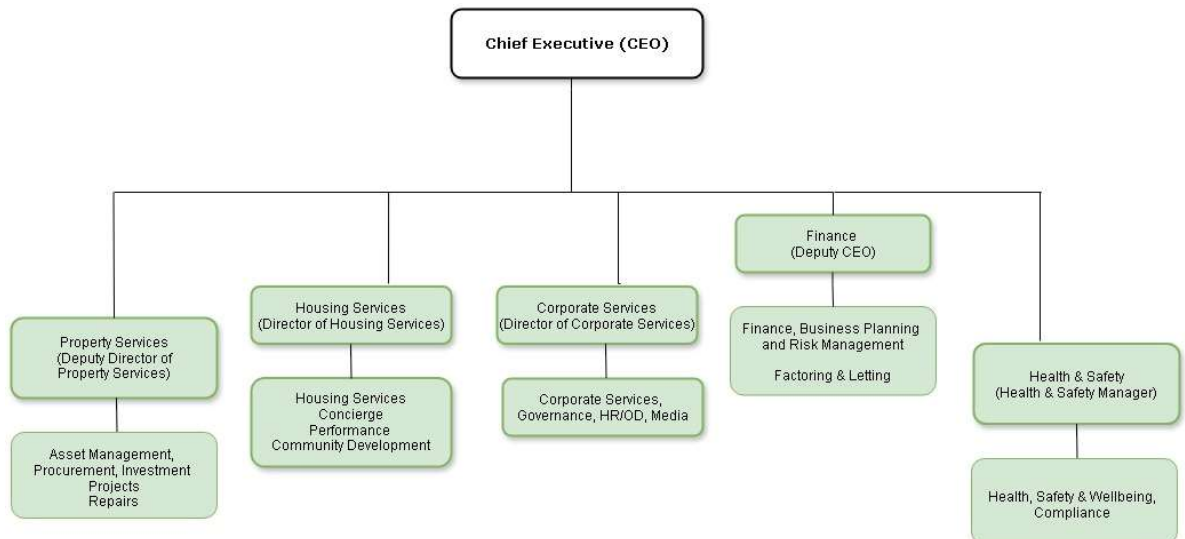


## ng background



Our full business plan is available on our website at [www.nghomes.net](http://www.nghomes.net)

## Structure





## Why work for ng homes?

### The benefits of working with ng homes:

✓ **Salary**

Salaries are paid monthly into your bank account. Salaries are normally paid on an increasing scale with progression to the next point of the scale yearly (1<sup>st</sup> April).

✓ **Hours**

Normal hours of employment shall be 35 hours per week.

✓ **Holidays**

Holiday entitlement is 27 days annual leave per year. There are also 17 days public/general holidays per year.

✓ **Pension Scheme**

We offer the choice of two pension schemes. One scheme is offered through the People's Pension and under the requirements of Auto Enrolment. The other pension scheme offered is a defined benefit care 80<sup>th</sup> scheme through SHAPS.

✓ **Staff Life Assurance**

A non-contributory staff life assurance scheme is in operation.

✓ **Sick Pay Scheme**

The Association operates a sickness benefit scheme for staff.

✓ **Continuous Service (in line with EVH Terms and Conditions)**

Certain previous employment may be considered reckonable for statutory and non-statutory benefits.

✓ **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.

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## Interested ...?

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



**Job Title:** HR Officer (Maternity Cover)  
**Contract:** Fixed Term for 9 months  
**Hours:** 35 Hours per week; Monday to Friday  
**Grade/Salary:** EVH Grade 7 PA22 - PA25 (£39,072 to £42,903)  
**Benefits:** Excellent benefits including pension and company health plan

ng homes is a leading community based Housing Association that provides housing and support services to almost 7,000 tenants and owners within North Glasgow. Our customers are at the heart of our business and we strive to deliver customer service excellence in all that we do.

We are looking to recruit a highly motivated HR Officer to join our Corporate Services team to provide cover for maternity leave. The post holder will be involved in close partnership working with team colleagues and other ng homes teams and will provide a comprehensive, professional HR advice and support service to managers and staff across the ng group. Reporting to the Corporate Services Manager, you will be responsible for making decisions and providing advice and guidance on a range of HR related issues on a day-to-day basis.

Experience of working in a human resources role within a customer focused organisation, knowledge of employment legislation and codes of practice as well as having experience of effectively dealing with complex issues are some of the essential criteria of this post. Excellent communication skills, both verbal and written, the ability to analyse and interpret complex datasets and produce detailed reports and experience in developing clear and concise processes and procedures are also requirements of the role.

The successful candidate will have attained or will be working towards a relevant professional qualification and/or will have an appropriate level of experience for this post.

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

**Completed application forms can be returned by email to [hr@nghomes.net](mailto:hr@nghomes.net) with the subject heading: HR Officer. If you are returning your application by post please send to: Marion Gallacher, Corporate Services Assistant, ng homes, Ned Donaldson House, 50 Reidhouse Street, Springburn, Glasgow G21 4LS.**

**The closing date for receipt of completed applications is 12 noon on Friday 4 October 2024. Applications received after this date/time will not be considered. Please note that we do not accept CV.**

**Interviews will be held week commencing 21 October 2024.**

**ng homes is an equal opportunities employer and encourages applications from all sections of the community.**

## Job Profile/Person Specification



Job Details			
<b>Job Title:</b>	Human Resources Officer	<b>Grade:</b>	EVH Grade 7 PA22-PA25
<b>Department:</b>	Corporate Services	<b>Reporting To:</b>	Corporate Services Manager
<b>Date Completed:</b>	September 2024		
Job Summary			
<p>This post is based within ng homes' Human Resources team and will involve close partnership working with team colleagues and other ng homes teams to provide a comprehensive, professional HR advice and support service to managers and staff across the ng group. The post holder will report to the Corporate Services Manager on a day to day basis and will be responsible for making decisions and providing advice and interpretation on a range of HR related issues.</p>			
Main Duties of the Post			
<p>The main duties and responsibilities of the post include:</p> <ul style="list-style-type: none"> <li>• Providing advice, guidance and support to directors, managers and staff on HR related matters, including absence, capability, contractual matters, discipline, grievance, learning and development, performance management, equality and diversity, recruitment or other matters as required</li> <li>• Supporting staff in achieving effective inter-departmental working to contribute to the effective delivery of the Association's objectives</li> <li>• Contributing to the development, implementation and review of HR policies, procedures and processes ensuring a consistent approach across the organisation</li> <li>• Preparing contracts of employment, contract update letters and all associated documentation relating to job appointments</li> <li>• Working alongside payroll to ensure timely and accurate salary payments for all staff</li> <li>• Ensuring all staff files and records both paper and electronic are kept up to date, secure and accurate</li> <li>• Assisting with the development and management of the HR system , carrying out regular audits and reporting areas of inconsistency or non-compliance</li> <li>• Assisting the Director of Corporate Services and Corporate Services Manager in the compilation of reports for Managers, Board and/or Committees</li> <li>• Writing and presenting reports to the Board/Human Resources Committee and Managers on HR matters</li> <li>• Taking the lead role, where required, on recruitment, selection and induction</li> <li>• Supporting managers to maintain a consistent set of job profiles and person specifications for each post within the Association's staff structure</li> <li>• Developing, co-ordinating and delivering training modules to employees on general HR related topics</li> <li>• Maintaining up-to-date professional knowledge</li> <li>• Supporting senior management with the development and delivery of strategy and HR policies</li> <li>• Providing support to managers with performance management including staff appraisals (staff Check-ins)</li> </ul>			

- Supporting with staff learning and development and ensuring training requests are relevant and in line with our Learning and Development Policy
- Supporting senior management with employee relations, including liaising with Trade Unions, where appropriate
- Leading with the IIP accreditation process and the co-ordination of assessments
- Assisting in the preparation for other assessments/accreditations such as Customer Service Excellence
- Assisting the Corporate Services Manager and the Director of Corporate Services with the development and implementation of Company wide and departmental training plans
- Producing the regular Staffing Report for the ng2 Board
- Assisting with the implementation of the HR Strategy
- Taking a lead role, where required, in the ongoing delivery of staff surveys
- Creating supporting documents ('how to' guides and process flows) in relation to HR policies and procedures where required
- Drafting HR and corporate emails and communications to all staff including notifying staff of new joiners and leavers
- Assisting with the Company Rewards scheme and the compilation and communication of nominees
- Contributing to ad hoc working groups i.e. Staff Wellbeing, Staff Engagement etc
- Carrying out Exit Monitor interviews and feeding back to managers where required
- Assisting with the development and implementation of a Health and Wellbeing strategy
- Provide support in relation to all internal Health and Safety management
- Ensuring compliance with health and safety requirements
- Undertaking any other reasonable duties as may be required to ensure the effective operation of the Association

### Person Specification

Category	Essential Criteria	Desirable Criteria
<b>Experience and knowledge</b>	<ul style="list-style-type: none"> <li>• Experience of working in a human resources role within a customer focused organisation</li> <li>• Knowledge of employment legislation and codes of practice</li> <li>• Awareness of good employment practices</li> <li>• Experience of effectively dealing with complex issues</li> <li>• Experience of creating and working with HR databases</li> <li>• Experience of working with HR management systems</li> <li>• Working knowledge of the Equality Act 2010</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of the housing sector</li> <li>• Experience of developing HR policies</li> <li>• Understanding of service and corporate initiatives</li> <li>• Good understanding of Housing Association governance and regulatory compliance requirements</li> <li>• Experience of working with a voluntary Board of Directors/ committee members</li> <li>• Experience of working with Trade Unions</li> </ul>

<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills, both verbal and written</li> <li>• Strong interpersonal skills such as influencing, persuasion, negotiation and consultation skills</li> <li>• Ability to analyse and interpret complex datasets, produce reports and provide guidance</li> <li>• Ability to develop clear and concise processes and procedures</li> <li>• Excellent IT skills</li> <li>• Ability to plan and progress a series of non-routine jobs without supervision</li> <li>• Decision making, analytical reasoning, and problem solving skills</li> </ul>	
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Relevant professional qualification or equivalent level of experience</li> </ul>	<ul style="list-style-type: none"> <li>• CIPD Membership</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Good team player</li> <li>• Strong customer focus</li> <li>• Ability to work constructively with colleagues, managers and Board members across the ng group</li> <li>• Results-focused, comfortable managing and prioritising multiple tasks/deadlines</li> <li>• Self motivated and able to work on own initiative</li> <li>• Ability to work flexibly as part of a small team</li> <li>• Good networker, able to develop effective internal and external working relationships and contacts</li> <li>• Committed to the voluntary housing ethos</li> <li>• Confidential and discreet</li> <li>• Tactful and diplomatic approach</li> </ul>	





## 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 ink or black ball-point pen 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 contact 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, or to any Board or Sub-Committee member of ng homes or our subsidiaries ng2 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 appointment 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"/>



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**website:** [www.nghomes.net](http://www.nghomes.net)  
**Twitter:** @ng\_homes  
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Health & Wellbeing Award



ng homes is the trading name of North Glasgow Housing Association Ltd.  
This document is available in other formats.