



ng2 Recruitment Pack

Head of Business Operations



Our Vision:

A community where people can flourish and prosper





Welcome to ng2 Ltd.

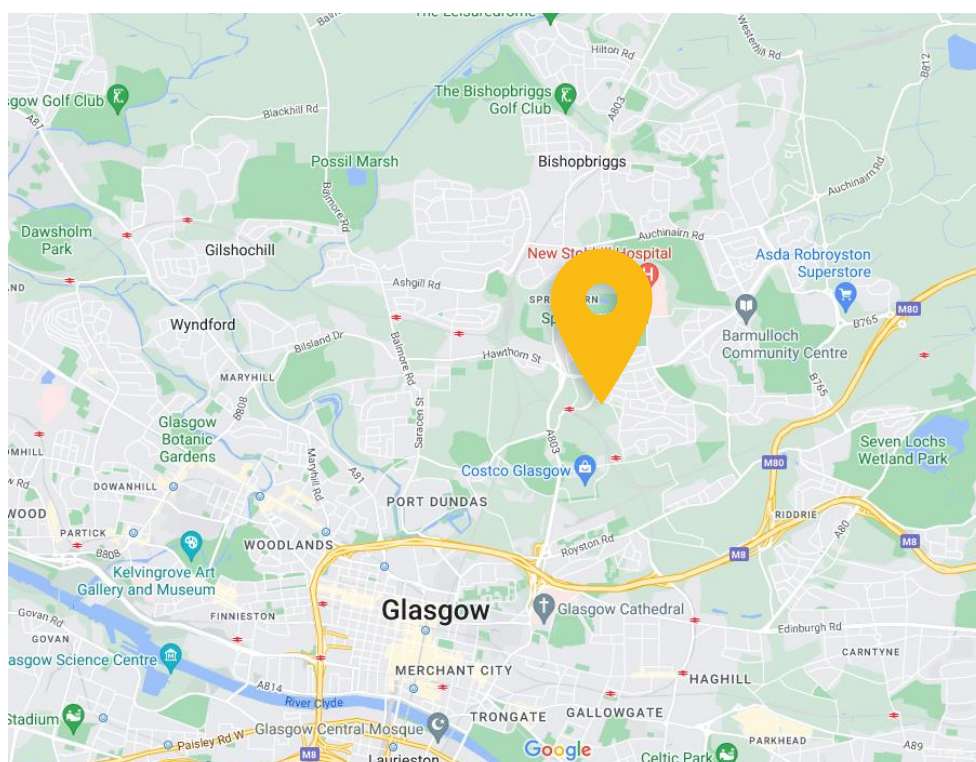
Thank you for showing an interest in ng2 and the role for which we are currently advertising.

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.

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.

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**

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: Head of Business Operations
LOCATION: North Glasgow
CONTRACT: Fixed term 18 months
HOURS: 40 hours per week
SALARY: Circa £70-£75k
Access to company health plan

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 seeking an experienced Head of Business Operations to lead the organisation. This is a pivotal leadership role responsible for delivering high-quality maintenance, repairs, and capital improvement works to our housing stock whilst operating as a commercially viable entity. The successful candidate will combine strategic vision with operational excellence to ensure ng2 Ltd delivers exceptional value to residents whilst maintaining rigorous health and safety standards.

The successful candidate will have a proven track record of senior management experience within construction, maintenance or related industries along with leadership and people management skills with experience of leading diverse teams.

As the Head of Business Operations responsible for the daily operations of ng2 Ltd, the post holder will have accountability for ensuring operational compliance with all relevant health and safety legislation, including the Health and Safety at Work etc. Act 1974 and associated regulations such as Control of Asbestos Regulations 2012, Construction (Design and Management) Regulations (CDM)2015. Therefore, knowledge of health and safety legislation including the Control of Asbestos Regulations 2012 and Construction (Design and Management) Regulations (CDM)2015 are essential whilst a degree level qualification in a related field would be advantageous.

The successful candidate will be appointed on ng2 Ltd terms and conditions of employment. ng2 Ltd offers an occupational pension in line with auto-enrolment and annual leave is a minimum of 28 days per annum inclusive of public holidays. There is currently no occupational sickness scheme in place.

If you wish to apply for this post please download an application pack from the ng homes website 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 with the subject heading: **Head of Business Operations**

If you are returning your application by post please send to; Marion Gallacher, Corporate Services Assistant, ng homes, 139 Saracen Street, Possilpark, Glasgow G22 5AZ.

The closing date for receipt of completed applications Friday 10 October 2025 at 12 noon. Interviews will be held week commencing 27 October 2025.

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

Job Profile/Person Specification



Job Details			
Job Title:	Head of Business Operations	Contract / Hours	Fixed Term for 18 months
Date Completed:	September 2025	Reporting To:	ng2 Ltd Director
Job Summary			
<p>The Head of Business Operations is responsible for all activities within ng2 Ltd. The post holder will have accountability for ensuring operational compliance with all relevant health and safety legislation, including the Health and Safety at Work etc. Act 1974 and associated regulations such as Control of Asbestos Regulations 2012, Construction (Design and Management) Regulations (CDM) 2015.</p> <p>The Head of Business Operations will control and oversee all business operations, people and ventures, being responsible for the overall success of the business.</p>			
Main Duties of the Post			
<p>Strategic Leadership & Governance</p> <ul style="list-style-type: none">• Assist in the development and implementation of the strategic business plan for ng2 Ltd, aligning with the parent housing association's (client) objectives and ensuring sustainable growth• Ensure all business risks are managed effectively• Develop and maintain strategic and operational risk registers for the business• Report to ng2 Board providing updates by way of reports and maintain effective governance arrangements, ensuring compliance with all regulatory, health & safety and legal requirements• Establish and monitor key performance indicators across financial, operational, and customer service metrics for the business• Review and oversee software packages and IT hardware to ensure ongoing service to contracts• Drive continuous improvement initiatives and innovation in service delivery methods.• Ensure all company policies and procedures are established, implemented and communicated effectively to staff across the business• Produce regular reports on operations, quality and service improvements to the ng group CEO as and when required <p>Financial Management</p> <ul style="list-style-type: none">• Ensure ng2 Ltd operates profitably whilst providing competitive value for money rates to ng homes and ngps• Oversee ng2 Ltd annual budgeting, forecasting, and financial reporting processes• Develop and implement cost control measures whilst maintaining service quality			

- Work with the ng2 Ltd Director and ng group CEO to negotiate major contracts and partnerships to support business growth

Operational Excellence

- Ensure service level agreements are maintained with client organisations
- Implement quality assurance frameworks and customer satisfaction monitoring systems to align with client contracts where required
- Develop robust and effective quality assurance mechanisms
- Oversee effective operations to meet clients' requirements for the following
 - Planned cyclical and reactive maintenance contracts
 - Major works programmes
 - Cyclical programmes such as open space management/landscape maintenance.
- Ensure compliance with all health and safety legislation, maintaining exemplary safety records. Ensure all construction phase plans, RAMs or health and safety manuals are in place
- Work closely with key personnel from the client organisations, including the Head of Housing and the Compliance and Maintenance Manager, providing input and support for the creating of new and ongoing client service level agreements
- Lead the in-house service delivery teams, and sub-contractors (where appropriate) to ensure that projects run to specification, as well as time and budget
- Delegate responsibilities, providing guidance and motivation to drive maximum performance

People Leadership

- Lead, motivate, and develop a diverse workforce including trades personnel, supervisors, call centre and support staff
- Ensure regular team meetings are held and all relevant business matters are communicated to staff
- Develop and implement an effective performance management framework across all levels of the business
- Foster a culture of safety, quality, and customer service excellence
- Ensure effective employment relations and staff engagement programmes

Stakeholder Management

- Maintain strong relationships with ng homes managers, ng property managers and any other client groups.
- Engage effectively with client management to ensure tenants and owner occupiers, needs are met and feedback is acted upon
- Represent the organisation at sector events and contribute to industry best practice development.

Other

- Undertake any other reasonable duties as required

Person Specification		
Category	Essential Criteria	Desirable Criteria
Experience	<ul style="list-style-type: none"> • Experience of working in a fast-paced construction, maintenance or facilities management environment • Proven track record of senior management experience within construction, maintenance or related industries • Proven track record of leading medium to large-scale operations • Experience and commitment to providing a high quality customer service • Previous experience in leading and managing staff • Experience of managing a range of people across a variety of disciplines and skill sets • Experience of managing multi-trades projects 	<ul style="list-style-type: none"> • Experience of working within the social housing sector or similar regulated environment • Experience of working closely with finance departments or teams and budget responsibility • Experience of working with Local Authority or Registered Provider clients • Experience of working within a company group structure • Experience of managing teams within a shift working environment • Managing clients via a CRM system or equivalent. • Experience of reporting to a voluntary management board
Skills and Abilities	<ul style="list-style-type: none"> • Comprehensive understanding of building maintenance, construction techniques and relevant regulations • Financial acumen with ability to interpret management accounts • Leadership and people management skills with experience of leading and motivating diverse teams • Proven ability to drive change and transformation within established organisations • Ability to deliver contracts on time within budget and to a consistently high quality whilst providing value for money • Strong organisational skills and ability to prioritise a demanding workload 	<ul style="list-style-type: none"> • Competent IT skills • Ability to problem solve • Excellent communication and presentation skills at all organisational levels • Ability to operate effectively in a challenging environment • Negotiating and networking skills • Ability to build positive internal and external relationships

Qualifications and Knowledge	<ul style="list-style-type: none"> • Knowledge of health and safety legislation including the Control of Asbestos Regulations 2012 and Construction (Design and Management) Regulations (CDM)2015 • Relevant management qualification • Understanding and practical knowledge of effective contracts management and service delivery 	<ul style="list-style-type: none"> • Degree level qualification in a related field • Professional qualification (RICS, CIOB, ICE or equivalent) • Knowledge of relevant software systems including asset management and works ordering platforms • Understanding of environmental sustainability and retrofit programmes • Familiarity with housing association governance and regulatory frameworks • Knowledge and understanding of Registered Social Landlords and RSL networks / housing sector
Personal Qualities	<ul style="list-style-type: none"> • Commitment to social housing values • Customer focused approach with genuine commitment to customer satisfaction and safety • Embraces innovation and best practice • Able to work on own initiative, meet deadlines and targets • Reliable and highly self-motivated • Committed to continuous improvement • Strong team player 	
Other Requirements	<ul style="list-style-type: none"> • Adaptable with a flexible approach to work 	<ul style="list-style-type: none"> • Full UK Driving Licence

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 <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 not 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"/>



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