



# ng homes Recruitment Pack

## Head of Housing Services



**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.

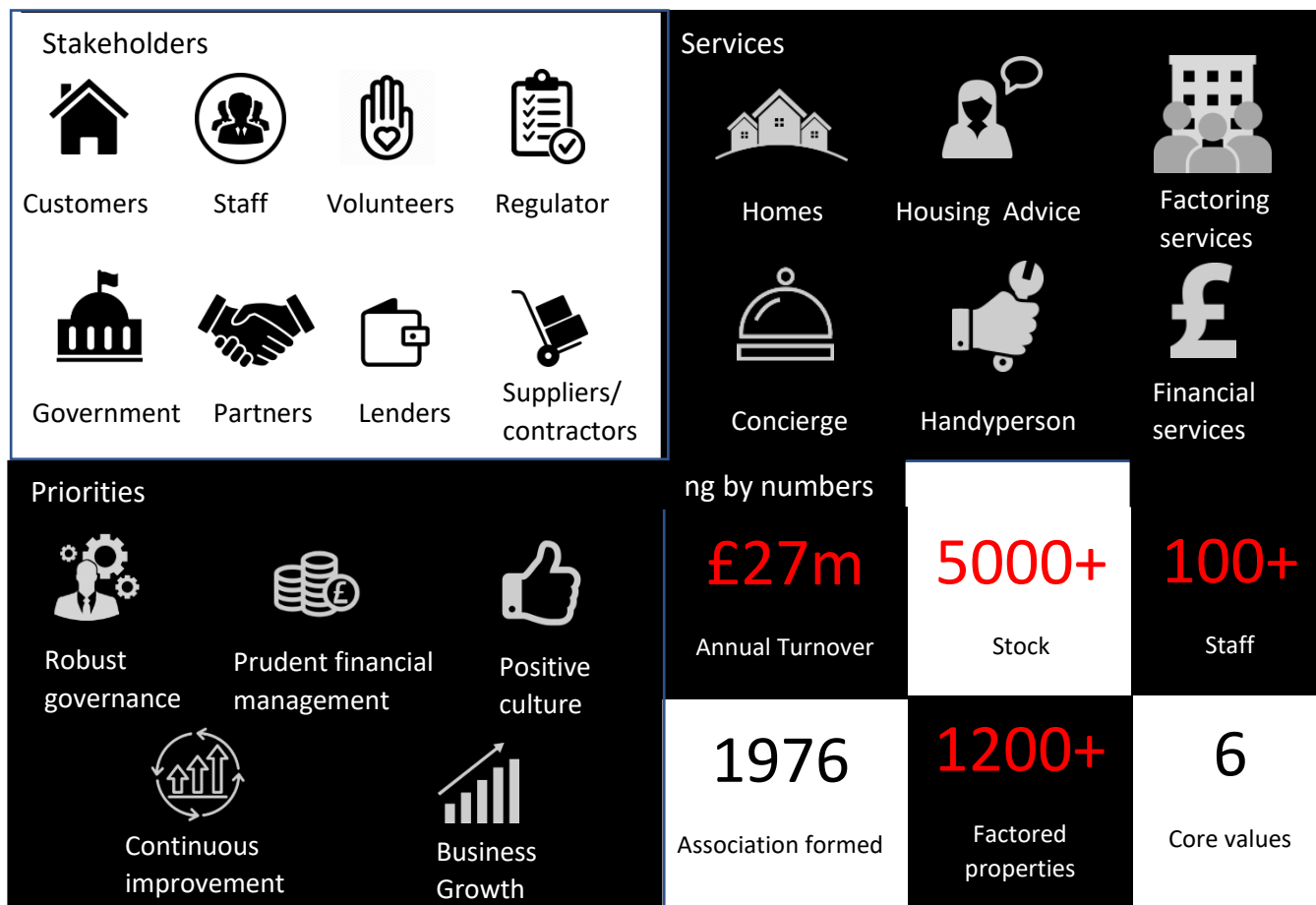


### Our Values

- ⇒ 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

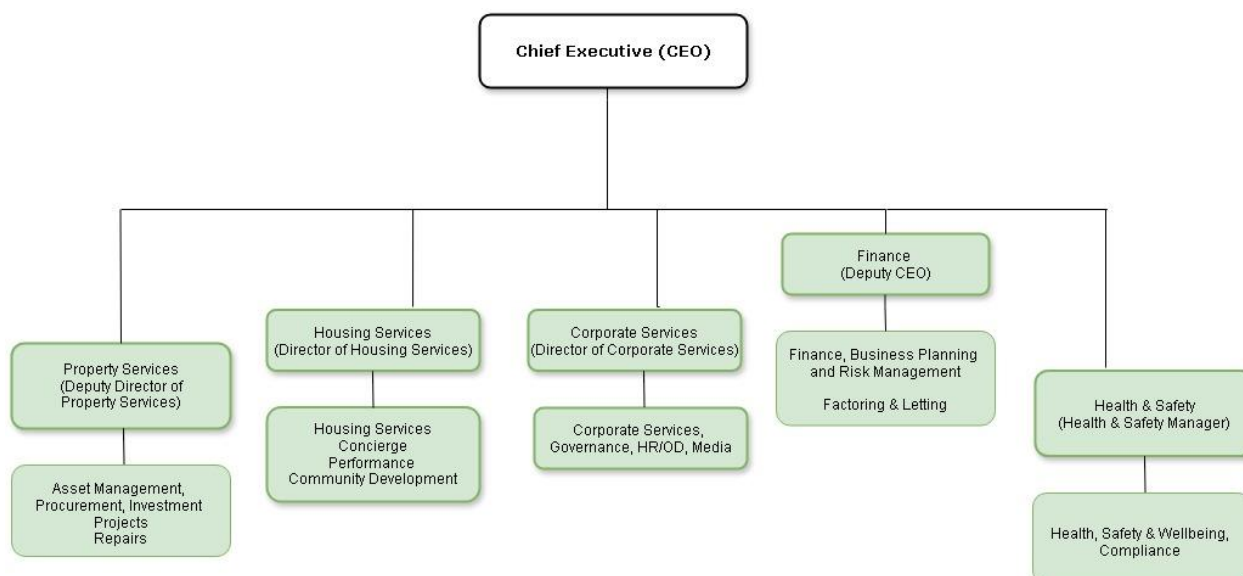


## ng background



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.

|



## Interested ...?

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

**Job Title: Head of Housing Services**  
**Salary: EVH Grade 9 (SM6-SM8) £59,229 - £62,460 per annum**  
**(pay award pending)**  
**Hours: 35 hours per week**  
**Contract: Permanent**  
**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 Head of Housing Services to report directly to the Director of Housing Services, the Head of Housing Services has responsibility for driving the strategic direction of the Housing Services department and leading on the development and implementation of high quality services to customers through leadership of the Neighbourhood Teams. As part of the leadership team, the postholder will also have corporate responsibilities for the delivery of the Association's overall objectives and values.

Candidates will have a proven track record of managing in a Housing Services environment with experience and commitment to providing high quality customer service. The successful candidate will have excellent IT, organisational and leadership skills along with the ability to motivate a team.

Working knowledge of housing management policies and procedures along with knowledge and understanding of the requirements of the Scottish Housing Regulator are essential. A relevant housing management qualification and membership of the Chartered Institute of Housing (CIH) would be advantageous.

**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 a pack.**

**Completed application forms can be returned by email to [hr@nghomes.net](mailto:hr@nghomes.net) with the subject heading: Head of Housing Services.**

**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 Friday 21 March 2025 at 12 noon.**

**Applications received after this date will not be considered.**

**Interviews will take place week commencing 7 April 2025.**

**Please note that we do not accept CV.**



## Job Profile/Person Specification

<b>Job Details</b>			
<b>Job Title:</b>	Head of Housing Services	<b>Grade:</b>	Senior Management Grade SM6-8
<b>Department:</b>	Housing Services	<b>Reporting To:</b>	Director of Housing Services
<b>Date Completed:</b>	March 2025		
<b>Job Summary</b>			
<p>Reporting directly to the Director of Housing Services, the Head of Housing Services has responsibility for driving the strategic direction of the Housing Services department and leading on the development and implementation of high quality services to customers through leadership of the Neighbourhood Teams. As part of the leadership team, the postholder will also have corporate responsibilities for the delivery of the Association's overall objectives and values.</p>			
<b>Main Duties of the Post</b>			
<p>The main activities of the post include:</p> <p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Work closely with the Director of Housing Services to provide effective leadership and motivation to the Housing Services Team</li> <li>• Deputise as required for the Director of Housing Services</li> <li>• Create a culture reflective of the Association's mission statement, values and strategic objectives.</li> <li>• Ensure the principles of equality, diversity and inclusion are embedded in the association's culture.</li> <li>• Lead the development, implementation and regular review of ng homes' housing services, regulatory standards and the policies and related procedures; consulting and collaborating with colleagues across departments to meet targets and regulatory requirements.</li> <li>• Motivating and supporting staff and leading by example and embedding a person-centred approach to service delivery.</li> <li>• Communicate effectively with staff to ensure that they feel valued, engaged and informed in relation to business matters.</li> <li>• Develop team spirit and good working relationships within the Housing Services Team and across the Association</li> <li>• Ensure compliance with new legislation and implement any changes to policy and procedures as necessary.</li> <li>• Ensure staff provide high quality customer service in line with the Association's Customer Care Policy and Customer Service Excellence standards</li> </ul> <p><b>Performance Management</b></p> <ul style="list-style-type: none"> <li>• Manage the performance of the service, working with colleagues to define outcomes, set targets and monitor performance, within a culture of continual improvement</li> <li>• Support Neighbourhood Managers in the management of the Housing Services Teams to ensure compliance with processes and timescales.</li> <li>• Ensure the Staff Check-in process is prioritised across the teams to instill effective management and development of staff including agreeing targets, identifying training</li> </ul>			

needs, addressing under performance through effective performance management and supporting learning and development.

- Monitor Key Performance Indicators and performance, identify trends and develop and implement service improvement plans, projects, and procedures to drive performance.
- Benchmark with other organisations
- Report Housing Services performance to the Board as required
- Review audit results to ensure performance compliance and develop improvement plans based on recommendations.

### **Housing Services**

- Deliver cost effective, high quality services to tenants and other customers
- Ensure the provision of accurate and appropriate advice and services to staff, tenants and applicants
- Work closely with the Property Services Team to ensure the delivery of high quality services to tenants
- Work with the Performance Manager to produce the Annual Return on the Charter for the Scottish Housing Regulator
- Have input into the Annual Landlord Performance Report to tenants
- Actively encourage tenant, resident and community involvement and explore innovative ways to enhance tenant and resident engagement.
- Liaise with tenant and community groups and with other relevant statutory and voluntary agencies
- Monitor customer satisfaction through quarterly/specialist surveys
- Lead and develop the tenant engagement strategy to ensure our tenants and customers have an effective voice in the services we deliver.
- Lead on the review, development and implementation of key policies for Housing Services.

### **Health & Safety**

- Ensure an appropriate working environment is provided for staff within the terms of the relevant Health and Safety legislation
- Comply with ng homes Health and Safety Policy

### **Other**

- Ensure compliance with the Association's policies and procedures
- Review the IT needs of Housing Services to ensure best use of IT systems
- Maintain liaison with internal and external service providers to ensure the delivery of high quality services to our customers
- Continually review lease agreements with ng homes and other agencies
- Input into the Association's business plan and Business Strategy days
- Represent the Association at appropriate inter-agency meetings
- Attend Directorate and Senior Management team meetings as required
- Maintain appropriate manual and computerised records, systems and procedures
- Contribute to internal and external working groups as required
- Undertake any other reasonable duties as may be required

<b>Person Specification</b>		
<b>Category</b>	<b>Essential Criteria</b>	<b>Desirable Criteria</b>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Proven track record of managing, leading and motivating teams in a Housing Services Environment.</li> <li>• Experience and commitment to providing a high quality customer service and driving improvement.</li> <li>• Relevant understanding of current housing regulation, policies and best practice</li> <li>• Working in a regulatory environment</li> <li>• Experience of working with customers to influence and shape services.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience working with voluntary committees and tenants groups</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent leadership and motivational skills with the ability to empower others.</li> <li>• Ability to interpret and apply housing legislation and regulatory requirements.</li> <li>• Ability to organise workload and work under pressure to meet tight deadlines.</li> <li>• Report writing skills.</li> <li>• IT skills</li> <li>• Strong communication and presentation skills</li> </ul>	
<b>Qualifications and Knowledge</b>	<ul style="list-style-type: none"> <li>• Working knowledge of housing management polices and procedures</li> <li>• Knowledge and understanding of the requirements of the Scottish Housing Regulator</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant Housing Qualification</li> <li>• Relevant recognised management qualification at degree or professional level</li> <li>• Membership of the Chartered Institute of Housing</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Reliable and highly self motivated</li> <li>• Committed to providing the very highest levels of Customer care at all times</li> </ul>	



	<ul style="list-style-type: none"><li>• Committed to continuous improvement</li></ul>	
<b>Other Requirements</b>	<ul style="list-style-type: none"><li>• Ability to work out of hours when necessary</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"/>



**Springburn Office**  
Ned Donaldson House  
50 Reidhouse Street  
Springburn, Glasgow, G21 4LS  
Tel: 0141 560 6000



**email:** [info@nghomes.net](mailto:info@nghomes.net)  
**website:** [www.nghomes.net](http://www.nghomes.net)  
**Twitter:** @ng\_homes  
**Instagram:** ng\_homes



**Possilpark Office**  
Saracen House  
139 Saracen Street  
Possilpark, Glasgow, G22 5AZ  
Tel: 0141 336 1300



**INVESTORS IN PEOPLE**  
We invest in people Gold  
**INVESTORS IN PEOPLE**  
We invest in wellbeing Gold



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