



# ng homes Recruitment Pack

## Housing Assistant (Part-Time)



**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.

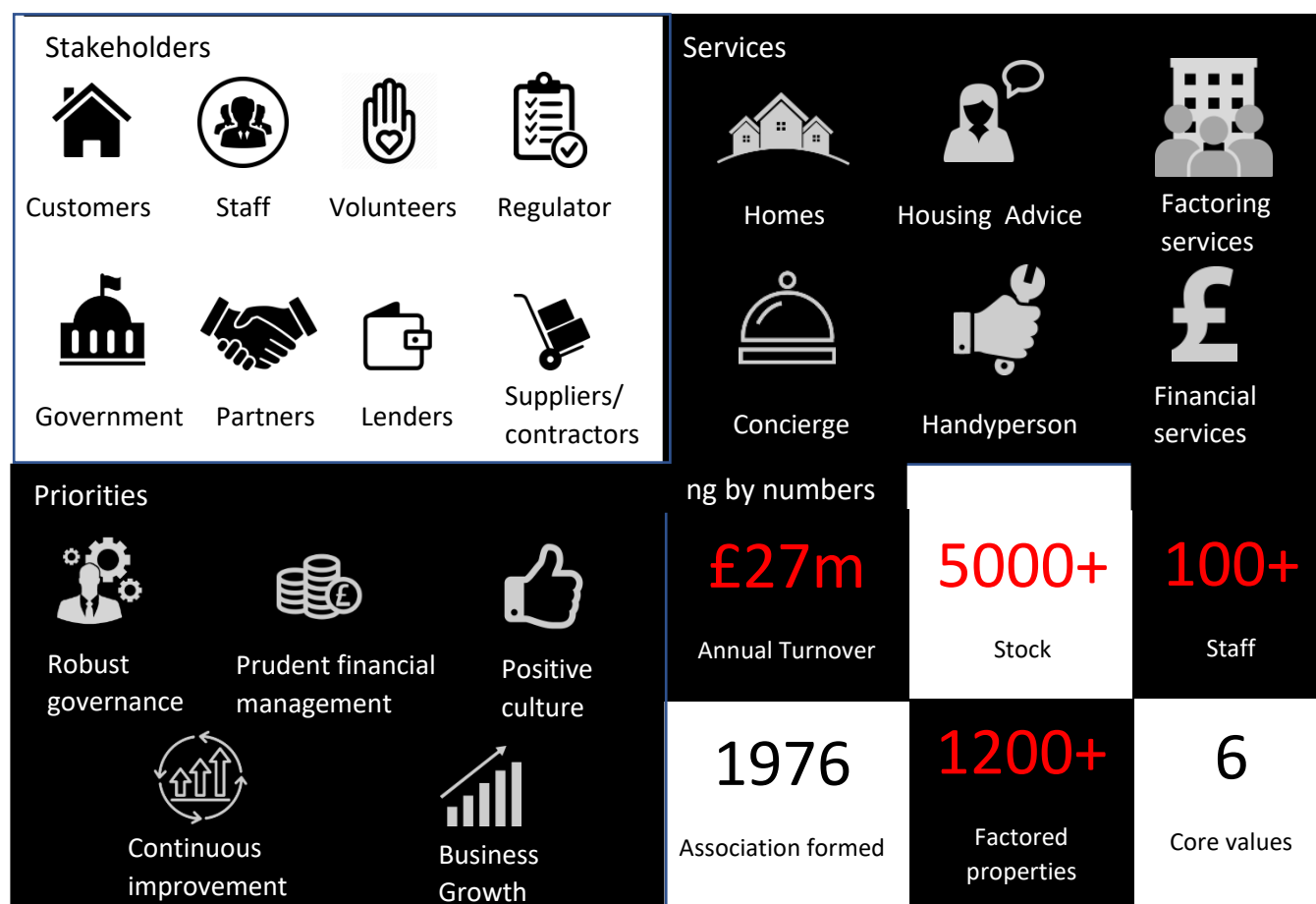


### Our Values

- ⇒ 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

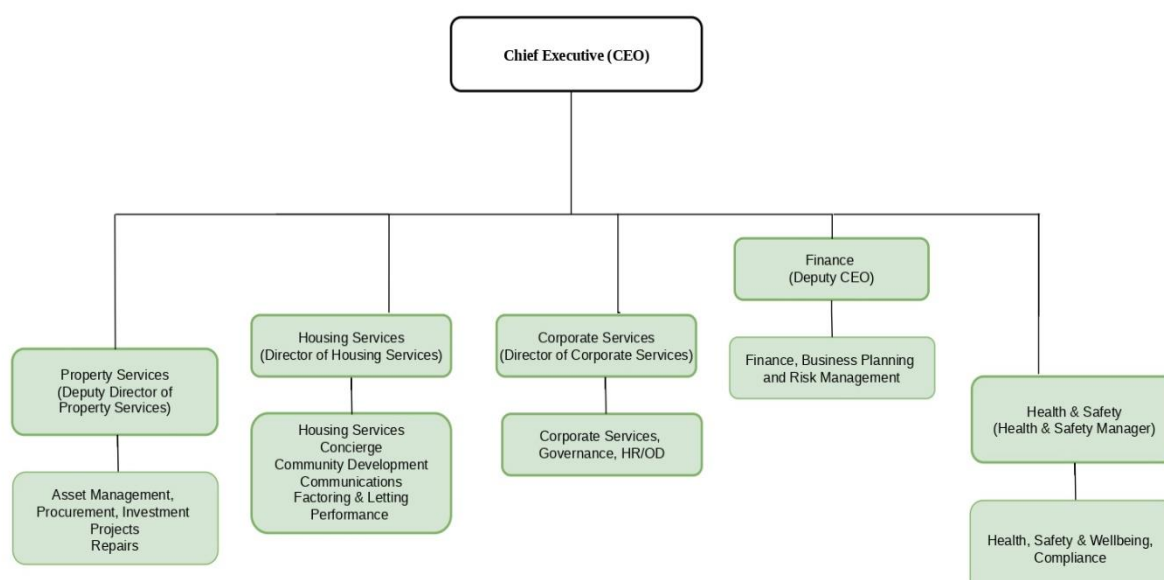


## ng background



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.

### Housing Assistant (Part-time)

- ⇒ **EVH Grade 4/5**
- ⇒ **£27,068 - £35,332 per annum, pro rata**
- ⇒ **(£13,534 - £17,666 per annum, actual salary)**
- ⇒ **17.5 hours per week working alternate Wednesday's, Thursday and Friday**
- ⇒ **Permanent**
- ⇒ **Excellent benefits including pension and company health plans**

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 Housing Assistant to provide excellent frontline customer services that deliver a one-stop service with positive outcomes for customers. The Housing Assistant will support the Neighbourhood Team with administrative and clerical tasks in the delivery of all housing management functions. Duties include estate management, rent account and arrears management, housing applications and allocations, compliance with gas safety, minor anti-social behaviour complaints and tenancy sustainment.

The successful candidate will possess excellent IT skills including the ability to use Microsoft Office software and will have good communication skills to deal with enquiries in a professional manner providing an excellent level of customer service.

Adaptable, with a flexible approach to work, the successful candidate will have strong organisational skills with the ability to deal with difficult and changing situations and demands. They will have a proven track record of delivering positive results in a similar dynamic business environment and will be committed to achieving continuous improvement in service delivery.

**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: Housing Assistant (Part-time).**

**If you are returning your application by post please send to: Marion Gallacher, Corporate Services Assistant, ng homes, Bill Rossine House, 51 Reidhouse Street, Springburn, Glasgow G21 4LS.**

**The closing date for receipt of completed applications is 12 noon on Wednesday 14 October 2026.**

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

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

## Job Profile/Person Specification



| Job Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                   |                      |                            |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------------------|----------------------------|
| <b>Job Title:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Housing Assistant | <b>Grade:</b>        | EVH Grade 4/5<br>(PA 9-16) |
| <b>Department:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Housing Services  | <b>Reporting To:</b> | Senior Housing Officer     |
| <b>Date Completed:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | November 2025     |                      |                            |
| Job Summary                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                   |                      |                            |
| <p>The Housing Assistant will work with the Assistant Housing Officers, Housing Officers and Senior Housing Officers to create and provide excellent frontline customer services that deliver a one-stop service with positive outcomes for customers.</p> <p>The Housing Assistant will support the Neighbourhood Team with administrative and clerical tasks to across the delivery of all housing management functions. Duties include estate management, rent account and arrears management, housing applications and allocations, compliance with gas safety, minor anti-social behaviour complaints and tenancy sustainment.</p>                                                                                                                                                                                                                                                                                                                                                                           |                   |                      |                            |
| Main Duties of the Post                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                   |                      |                            |
| <p>The main activities of the post include:</p> <p><b>Rent and Arrears Management</b></p> <ul style="list-style-type: none"><li>• Implement the Rent Collection Policy firmly but fairly for arrears to maximise the Association's income up to the value of £100 within the neighbourhood, liaising with the Assistant Housing Officer when values are rising over this amount.</li><li>• Implement effective arrears management and maximise the uptake of housing and other benefits.</li><li>• Ensure early interventions and personal contact for tenants in arrears including the use of telephone, text and house visits.</li><li>• Work closely with Money Advice services to assist tenants to reduce debt and maximise benefit uptake.</li><li>• Liaise with colleagues in GCC and DWP to ensure appropriate benefit advice is provided.</li><li>• Check correspondence from Housing Benefit and update Housing Management Systems with any changes which will affect Housing Benefit Claims.</li></ul> |                   |                      |                            |

### **Allocation and Void Management**

- Interview applicants requesting housing and provide the full range of housing information including area profiles, likely availability, rent levels and all available support.
- Assist and support the Neighbourhood Team and provide clerical and admin support in all day to day areas of activity including: void management, estate management, tenancy sustainment, gas safety and repairs, minor ASB resolutions to achieve Key Performance Indicators and charter outcomes

### **Tenant and Resident Safety Compliance**

- Assist Housing Officers in achieving access to carry out gas servicing to maintain 100% compliance.
- Assist Property Services with access as required for all 7 areas of compliance. (Asbestos Management, Damp and Mould Management, Electrical Safety, Fire Safety, Gas Safety, Lift Safety and Water Safety)

### **Tenant Engagement and Participation**

- Work with the Communications Officer to promote tenant participation, attend public and tenant focus group meetings and develop and support new tenants groups.
- Participate in communication and engagement activities using a variety of communication methods.

### **Governance and Finance**

- Participate as required with the review of policies, procedures and systems.
- Maintain the utmost confidentiality of customers' details at all times in line with ng homes Data Protection Policy.

### **Equality, Diversity and Inclusion**

- Observe and promote Equality, Diversity and Inclusion and person-centred policies at all times.
- Understand the diversity of our customers and potential customers and ensure flexible options of engagement opportunities are accessible to all.
- Contribute to the Association's work in promoting equality and human rights.

### **General**

- Provide front-line one stop service at front desk as required by rota.
- Undertake general clerical and administrative duties as required including the provision of statistical information for reports and monitoring information.
- Assist with the provision of relevant information for customer satisfaction surveys and customer complaints.
- Be courteous, sensitive and responsive to all enquiries and provide a high quality service to the Association's tenants, customers and potential customers, making suggestions for improvement as necessary.
- Deal with enquiries across all communication methods in line with our Customer Care Policy and target response times.

- Maintain appropriate and accurate electronic filing systems.
- Comply with the Association's Health and Safety Policy.
- Participate in and contribute to internal working groups.
- Provide basic training for admin staff and modern apprentices as required.
- Undertake any other reasonable duties as may be required.

### Person Specification

| Category                            | Essential Criteria                                                                                                                                                                                                                                                                                                                                                                                                                      | Desirable Criteria                                                                                                                                                                              |
|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Experience</b>                   | <ul style="list-style-type: none"> <li>• Experience and commitment to providing a high quality customer service</li> </ul>                                                                                                                                                                                                                                                                                                              | <ul style="list-style-type: none"> <li>• Previous Housing Management experience</li> </ul>                                                                                                      |
| <b>Skills and Abilities</b>         | <ul style="list-style-type: none"> <li>• Excellent interpersonal skills and a strong communicator across a blend of communication methods</li> <li>• Excellent organisation skills</li> <li>• Proficient IT skills</li> <li>• Ability prioritise workload in a pressurised environment to meet targets</li> <li>• Good time management to meet challenging deadlines</li> <li>• Ability to work on own and as part of a team</li> </ul> |                                                                                                                                                                                                 |
| <b>Qualifications and Knowledge</b> | <ul style="list-style-type: none"> <li>• Minimum of Nat 4 level qualification in English and Mathematics</li> </ul>                                                                                                                                                                                                                                                                                                                     | <ul style="list-style-type: none"> <li>• Relevant housing qualification</li> <li>• General awareness of housing related matters</li> <li>• Knowledge of the arrears recovery process</li> </ul> |
| <b>Personal Qualities</b>           | <ul style="list-style-type: none"> <li>• Reliable</li> <li>• Self-motivated</li> <li>• Enthusiastic and positive outlook</li> <li>• Committed to learning</li> <li>• Commitment to customer excellence</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<br><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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**Twitter:** @ng\_homes  
**Instagram:** ng\_homes



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**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.  
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