ng homes Recruitment Pack

Housing Officer



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.

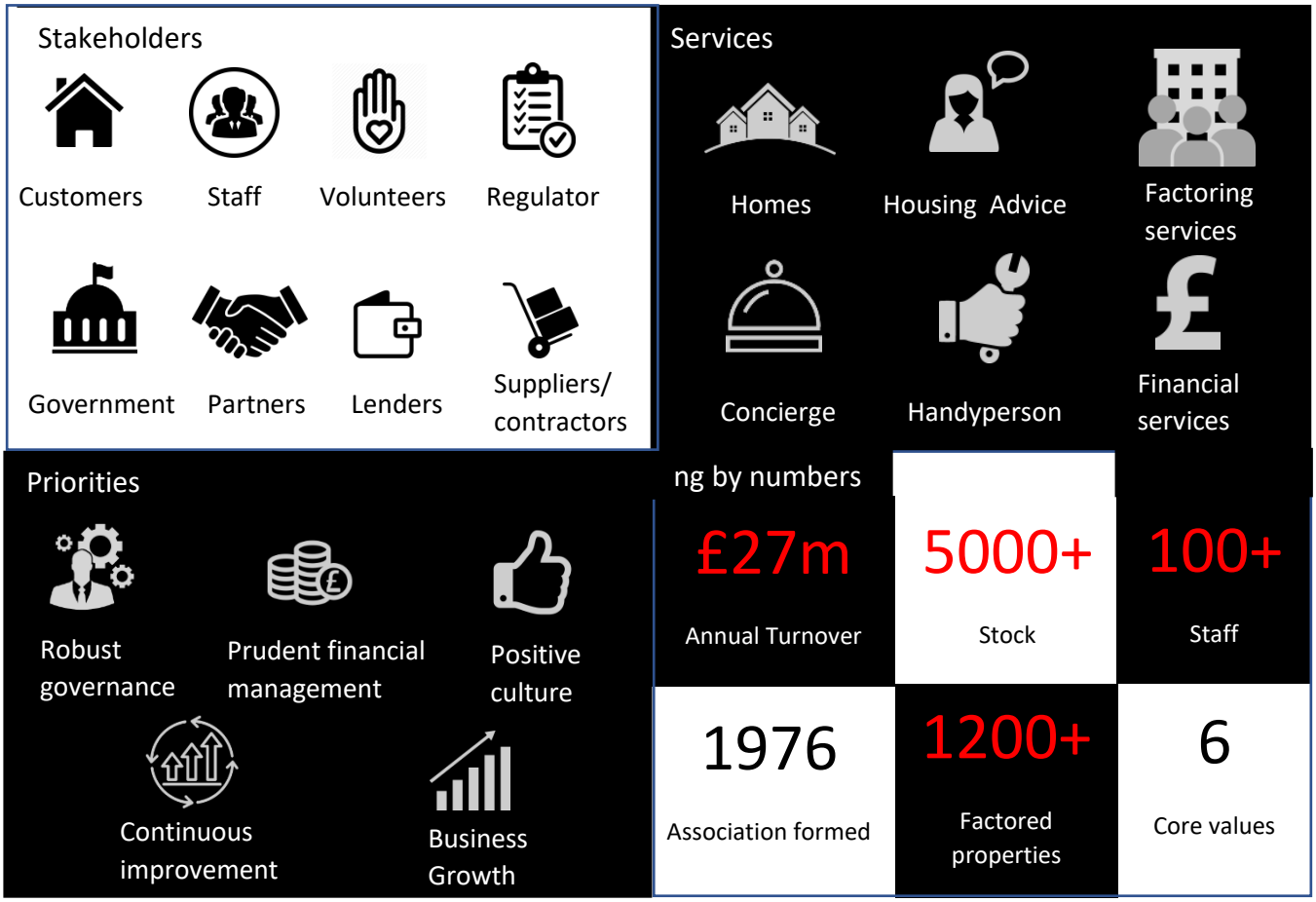
By joining ng homes, you will be a part of an Association that puts local people first and which aims to play a pioneering role in the future of Scottish Social Housing. As a team, we are dedicated to this cause.



Our Values

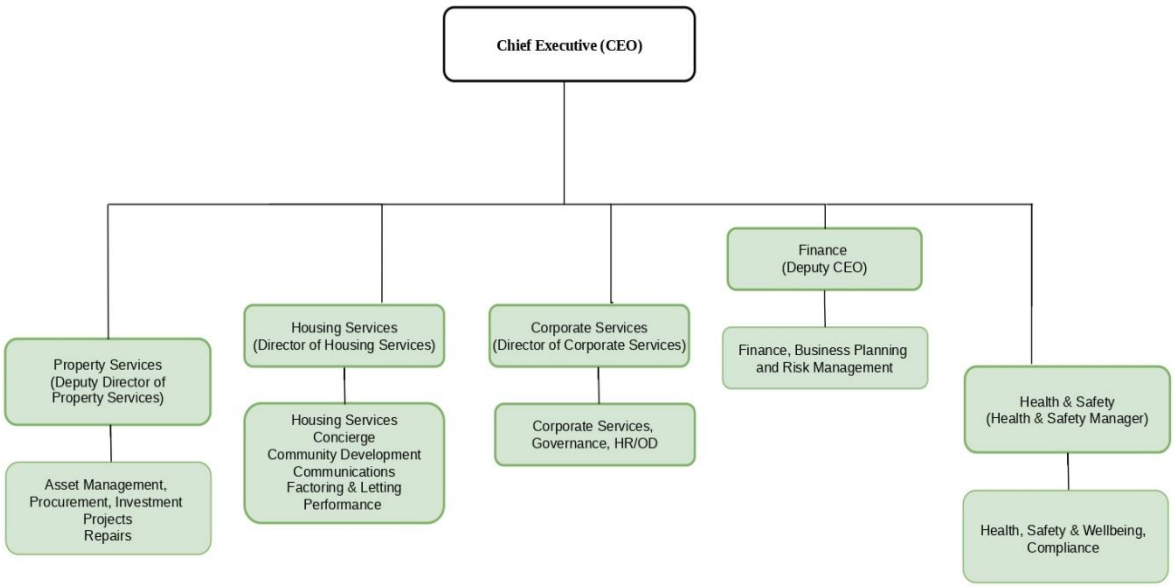
- ⇒ We are a quality organisation delivering excellence
- ⇒ We act with integrity
- ⇒ We are friendly and treat people with respect
- ⇒ We are customer focused and put the customer first
- ⇒ We are trusted and trusting
- ⇒ We are accountable

ng background



Our full business plan is available on our website at www.nghomes.net

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 (1st 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 80th 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: **Housing Officer**
Hours: **35 hours per week**
Contract: **Permanent**
Salary: **EVH Grade 7 (PA22-25) £42,707 - £46,895 per annum, pro rata**
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 Housing Officer to deliver a consistently high level of frontline services in all aspects of day-to-day housing and tenancy management. This post has responsibility for achieving and exceeding performance targets and the delivery of an effective housing management service throughout a patch, with accountability for all aspects of activity including rent and arrears management, void management, allocations, estate management, anti-social behaviour and tenant participation. The Housing Officer will take a proactive approach in providing a patch based, first class service which supports sustainment of tenancy by liaising directly with tenants, customers and other agencies in all aspects of service delivery.

Candidates should have a proven track record of delivering a high quality housing service, the ability to communicate effectively both verbally and in writing and be adaptable with a flexible approach to work. The successful candidate will have strong organisational skills with the ability to manage and prioritise a demanding workload and will possess excellent IT skills including the ability to use Microsoft Office software.

If you wish to apply for this post please download an application pack from 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 with the subject heading: Housing Officer.

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 Friday 27 November 2027 at 12 noon.

Applications received after this date will not be considered.

Please note that we do not accept CV.

Job Profile/Person Specification

Job Details			
Job Title:	Housing Officer	**Grade:**	EVH Professional and Administrative Grade 7 (PA22-25)
Department:	Housing Services	**Reporting To:**	Housing Manager
Date Completed:	July 2025		

Job Summary

The Housing Officer is required to deliver a consistently high level of frontline services in all aspects of day-to-day housing and tenancy management. This post has responsibility for achieving and exceeding performance targets and the delivery of an effective housing management service throughout a patch, with accountability for all aspects of activity including rent and arrears management, void management, allocations, estate management, anti-social behaviour and tenant participation. The Housing Officer will take a proactive approach in providing a patch based, first class service which supports sustainment of tenancy by liaising directly with tenants, customers and other agencies in all aspects of service delivery.

Main Duties of the Post

The main activities of the post include:

<u>Rent and Arrears Management</u>

- Apply an early intervention approach in the implementation of the Arrears Policy to maximise the Association's income through effective arrears management through the recovery process including court action for cases over £300.
- Work closely with Money Advice staff to assist tenants to reduce debt and maximise uptake of benefits.
- Liaise with GCC and DWP to ensure benefit advice is provided.
- Secure and monitor repayment arrangements for all outstanding debts to the Association (Rent, Rechargeable Repairs and Former Tenant Arrears).
- Liaise with Solicitors in the management of arrears cases where court action has been initiated including attendance at court, managing repossession action up to and including attendance at evictions.
- Implement Rent Campaign at appropriate times of the year.
- Ensure maximum engagement with tenants in the patch through rent increase consultation to meet targets set.
- Reduce Overpayments and apply for Discretionary Housing Payment as required.

Allocations and Void Management

- Implement the Association's allocations and void management policies and ensure that quality lets are made and properties are let quickly within targets set.
- Ensure effective management of void properties from termination to selection and re-let is carried out to comply with legislation, achieve value for money, minimise void rent loss, and deliver customer satisfaction and tenancy sustainment.
- Liaise with Homeless Casework Team in relation to the allocation Matching Process to meet local letting targets.
- Lead on managing and processing tenancy changes; Succession to Tenancy, Mutual Exchange, Joint Tenancy, Permission to Reside and Assignation in line with policy and procedure.
- Promote tenancy sustainment, providing relevant advice and assistance or signposting to other agencies, to help customers sustain their tenancy.

Anti-Social Behaviour and Estate Management

- Effective management, monitoring and recording of neighbour disputes and anti-social behaviour complaints up to and including legal action in line with the Associations Anti-Social Behaviour Policies and Procedures including attendance at court, managing repossession action up to and including attendance at evictions.
- Implement the Association's Estate Management Policy by carrying out inspections/follow up action and monitor the work done by other service providers to ensure our estates are maintained to a high level.
- Provide information on insurance claims cases relating to Estate Management.
- Apply and manage the abandonment process in line with legislation and policy as required.
- Liaise with Factoring Services in the delivery of effective estate management services in mixed tenure blocks. (e.g ngps, Lowther, Hacking and Paterson).
- Be visible and familiar to the tenants and provide a comprehensive and person-centred service in the patch 60% of the week.
- Undertake a variety of tenant visits including programmed visits and new tenant visits to determine tenant profiles and tenants needs and to maximise tenancy sustainment.
- Liaise with external agencies such as Maintenance Contractors, Social Work, Police Scotland, Community Safety Glasgow, Support Agencies and Power Suppliers across all aspects of Housing Management functions to achieve positive outcomes.
- Ensure all rechargeable repairs are recorded on the system.

Tenant and Resident Safety Compliance

- Provide a person-centred approach 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.

Tenant Engagement and Participation

- Work with the Tenant Engagement and Communication 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.
- Assist in the production/review of Association's Tenants Handbook and other tenant and resident communication content.

Governance and Finance

- Implement ng homes policies and procedures and contribute to policy and procedural development and reviews.
- Provide information for the production of ng homes business plan and Annual Assurance Statement.

Equality, Diversity and Inclusion

- Observe and promote Equality & Diversity and person-centred polices 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

- Responsible for the successful monitoring, delivery and achievement of operational and performance standards and charter outcomes relating to regulatory standards within the patch.
- Fully compliant in the recording and processing of data held within our systems, ensuring the accuracy and integrity of information.
- Ensure delivery of good quality customer service and be courteous, sensitive and responsive to all enquiries to provide a high quality service to tenants and customers, in line with our Customer Care Policy.
- Assist with Customer Satisfaction Surveys to monitor satisfaction with the services provided by ng homes.
- Deal with and respond to service complaints and Elected Member enquiries and apply creative thinking to identify personalised solutions and drive service improvement.
- Responsible for the collation and interrogation of information relating to SPSO complaints, Subject Access Requests and Freedom of Information Requests.
- Ensure the security and protection of the Associations information and maintain the utmost confidentiality of customers details at all times in line with ng homes Data Protection policy.
- Promote a culture of Continuous Improvement which encourages staff and customer participation.
- Commitment to own personal development, attending a range of networking and training events to ensure level of professional knowledge is being maintained.
- Take part in check ins to discuss Health and Wellbeing and Performance with Housing Manager.
- Contribute to internal working groups as required.
- Comply with ng homes Health and Safety Policy.
- Undertake any other reasonable duties as may be required.

Category	**Essential Criteria**	**Desirable Criteria**
Experience	• Previous Housing Management experience. • Experience and commitment to providing a high quality customer service. • Ability to work under pressure and meet deadlines in a demanding work environment.	• Experience of policy and procedural development in the delivery of the housing management function. • Experience of working with tenant and resident groups.
Skills and Abilities	• Excellent interpersonal and communication skills. • Excellent organisation skills. • Proficient IT skills • Ability to deal with challenging situations and demonstration of problem solving skills. • Ability to work efficiently using initiative to manage own workload and find solutions within policy guidelines. • Ability to demonstrate strong teamwork capabilities.	• Ability to write and present reports.
Qualifications and Knowledge	• Working knowledge of housing management polices and procedures. • Relevant understanding of Housing Policy. • Understanding and awareness of the requirements of the Scottish Housing Regulator.	• Possess a relevant Housing Qualification.
Personal Qualities	• Commitment to continuous improvement and customer service excellence. • Reliable. • Self-motivated and enthusiastic. • Solution-focused.	

	• Committed to learning. • Adaptable. • Ability to work in a pressurised situation.	
Other Requirements	• Ability to work out of hours when necessary. • Willing to carry out any other duties and reasonable requests to the benefit of our customers and the area.	

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).

	Tick
1. The form should be typed or completed in black ink or black ball-point pen for photocopying purposes.	❑
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 contact 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, 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.	❑
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.	❑

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