



ng homes Recruitment Pack



**Post Of:
Maintenance Manager**

Our Vision:
A Community where people can flourish and prosper

Introduction to ng homes

ng homes is a Registered Social Landlord, Housing Association and Charitable Association based in North Glasgow, Scotland.

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. With some 5500 homes across Springburn, Balornock, Possilpark and Parkhouse, 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 support and regeneration services. 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.

We wish you every success in your application.

Our Vision

A community where people can flourish and prosper

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

Business Plan Summary*

*our full business planning document is available on our website at www.nghomes.net

Our Vision: A community where people can flourish and prosper

ng by numbers

| | | |
|---|--|---|
| <p>£24. m</p> <p>Our Annual Turnover for 2017</p> | <p>5409</p> <p>Total No. homes/housing stock</p> | <p>190+</p> <p>No. staff across the ng group</p> |
| <p>1976</p> <p>Year the association was formed</p> | <p>1200+</p> <p>No. of homes receiving factoring services</p> | <p>6</p> <p>The number of care values of the Association</p> |

ng background

Stakeholders

- Customers
- Staff
- Volunteers
- Regulator
- Government
- Partners
- Lenders
- Suppliers/contractors

Services

- Homes
- Housing Advice
- Factoring services
- Concierge
- Handyperson
- Financial services

Priorities

- Robust governance
- Prudent financial management
- Positive culture
- Continuous improvement
- Business growth

Structure

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graph TD
    CEO[Chief Executive (CEO)] --> Regeneration[Regeneration Services (Depute CEO Regeneration)]
    CEO --> Housing[Housing Services & Repairs (Director of Housing Services)]
    CEO --> Corporate[Corporate Services (Director of Corporate Services)]
    CEO --> Finance[Finance (Depute CEO Finance)]
    
    Regeneration --> Regeneration_Physical[Regeneration (Physical, Economic & Social)]
    Regeneration --> Asset[Asset Management, Procurement, Investment & Projects]
    Regeneration --> ng2[ng2]
    
    Housing --> Housing_Services[Housing Services & Repairs]
    
    Corporate --> Corporate_Services[Corporate Services, Governance, HR/OD, Media, Health & Safety]
    
    Finance --> Finance_Risk[Finance, Business Planning & Risk Management]
        
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Summary of Terms and Conditions

Conditions of Service

Detailed Conditions of Service are issued if you are appointed, but the following is a summary of the major Conditions of Service:-

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).

Holidays

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

Hours

Normal hours of employment shall be 35 hours per week.

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.

Reckonable Service

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

Sickness & Absenteeism

Management controls and monitors sickness and absenteeism. The Association has standards for attendance and it is expected that all employees will make every effort to ensure sickness levels are kept to a minimum.

Health & Safety

The Association has a comprehensive policy, which demonstrates our commitment to Health & Safety.

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.



**Maintenance Manager
(Property Services)
35 hours per week, Permanent
EVH Grade 8 (PA28-31)
£41,884 - £45,315 per annum
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 now looking to recruit a Maintenance Manager, who will be responsible for all aspects of the day-to-day management of all cyclical maintenance projects. These duties will include planning, monitoring, reporting, co-ordinating and ensuring compliance with all statutory and regulatory requirements. Additionally, component lifecycles must be recorded accurately on the ng homes' asset management system and other projects must be monitored through ng homes' software/servicing modules. Projects must be delivered within the agreed timescale, budget and quality standards. The post holder will work in partnership with project consultants, setting deadlines, assigning responsibilities and monitoring contractor performance (KPIs).

The successful candidate will have experience in leading and co-ordinating multi-functional consulting teams along with experience and understanding of construction management. Good working knowledge of project management principles, Scottish Building Standards, NHBC requirements and other relevant regulations are essential. Strong interpersonal skills with the ability to manage and track multiple projects, often with competing deadlines are also essential. Possession of a degree, or other relevant qualification, would be advantageous.

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: Maintenance Manager.

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 27 May 2022 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: | Maintenance Manager | Grade: | EVH Grade 8 (PA28-31) |
| Department: | Property Services | Reporting To: | Investment Manager |
| Date Completed: | May 2022 | Contract / Hours | 35 hours per week |
| Job Summary | | | |
| <p>The post holder will be responsible for all aspects of day-to-day management for all cyclical maintenance projects. These duties will include planning, monitoring, reporting, co-ordinating and ensuring compliance with all statutory and regulatory requirements. Works within the projects that have a component lifecycle must be recorded accurately on the ng homes' asset management system and other projects must be monitored through ng homes' software/servicing modules. Projects must be delivered within the agreed timescale, budget and quality standards. The post holder will work in partnership with project consultants and contractors setting deadlines, assigning responsibilities and monitoring contractor performance (KPIs). The post holder will prepare and update papers for ng homes' main Board, Housing Services Committee and Regeneration Sub-Committee.</p> | | | |
| Main Duties of the Post | | | |
| <p>The main activities of the post are:</p> <ul style="list-style-type: none">• Managing and delivering projects included within the Cyclical Maintenance Programme.• Programming and monitoring of projects, identifying critical path items and external pressures.• Managing effectively the risk of all project activities required to identify and control events that may influence the achievement of project objectives.• Managing cyclical project lifecycles.• Ensuring projects are complete within timescale and budget.• Ensuring that ng homes contractual payment process is adhered to.• Scoping, preparing and liaising with contractors and consultants for existing programmes and future projects. | | | |

- Ensuring compliance with the requirements of the Scottish Social Housing Charter and the ARC for the Scottish Housing Regulator.
- Maintaining a working knowledge of health and safety legislation, CDM regulations and Building Regulations. Highlighting any shortfalls to the Association's Health & Safety staff, Principal Designer and Principal Contractor.
- Assisting with the procurement of works contracts and service contracts.
- Analysing performance and progress in projects and reporting regularly to the Investment Manager.
- Working closely with IT personnel to bring on new software packages and data analysis programmes that interface with ng homes asset management system to monitor and report on legislative and compliance in cyclical maintenance programmes.
- Engaging with contractors and consultants to effectively estimate costs, timescales and resource requirements for the successful delivery of projects.
- Assisting with ensuring ng homes meets its obligations in relation to compliance with the Scottish Housing Quality Standard (SHQS) and the Energy Efficiency Standard for Social Housing (EESH).
- Providing statistical information to produce the Annual Return on the Charter (ARC) and the ng homes' Compliance Register.
- Utilising ng homes' Planned Maintenance Module & Servicing Modules to record all project information and update ng homes' Asset Management Module to ensure accurate life cycle costing in support of overall stock asset management.
- Managing, administering and responding to customer enquiries and complaints in compliance with ng homes' values and policies.
- Assisting with Customer Satisfaction Surveys to monitor satisfaction with the services provided by ng homes.
- Assisting in the production of consolidated reports for internal use and for the Housing Services Committee, Regeneration Sub-Committee and the Board.
- Preparing for and participating in regular progress, strategy and planning meetings with the Repairs Manager, Investment Manager and other staff or tenant or factored groups, as required.
- Attending open days, public meetings and owners' meetings to inform tenants and owners of current and future projects.
- Ensuring project management documents are complete, protected and stored in a methodical manner in the ng homes corporate document control structure.
- Ensuring routine correspondence, relevant client/project files and records are kept up-to-date and in accordance with the Data Protection Act.
- Leading, supervising, manage and support the Property Services administration team.
- Monitoring the workload and performance of relevant Property Services staff.
- Completing staff appraisals and conducting regular team meetings.

- Contributing to the Strategic and Operational Risk Management Register for ng homes.
- Contributing to internal working groups and focus groups, as required.
- Adhering to ng homes Governance and Compliance Procedures.
- Complying with all ng homes Health and Safety Policies.
- Assisting with the review of policies, procedures and systems, as required.
- Undertaking any other reasonable duties, as required.

Person Specification

| Category | Essential Criteria | Desirable Criteria |
|-----------------------------|---|---|
| Experience | <ul style="list-style-type: none"> • Experience in leading and coordinating multi-functional consulting teams • Experience and understanding of construction contract management • Experience of managing Capital or Planned Maintenance programmes • Experience of dealing with multi-disciplinary teams | <ul style="list-style-type: none"> • Experience managing a small team and prioritising their workload • Experience of successfully achieving cross-sector partnership projects • Experience of working on new build and major refurbishment projects • Experience of SHQS and EESSH standards |
| Skills and Abilities | <ul style="list-style-type: none"> • Strong interpersonal skills • Ability to manage and track multiple projects, often with competing deadlines • Ability to work with autonomy to proactively develop and deliver projects to be responsible and accountable for decisions and actions • Excellent verbal and written communication skills • Excellent Administration and IT skills. Detailed working knowledge of computerised office software including, Microsoft Excel, Word and Outlook | <ul style="list-style-type: none"> • Strong negotiation and problem-solving skills and experience of using these in the workplace • Leadership skills • Ability to identify own and staff training requirements |

| | | |
|-------------------------------------|---|---|
| | <ul style="list-style-type: none"> • Ability to motivate and develop team members | |
| Qualifications and Knowledge | <ul style="list-style-type: none"> • Good working knowledge of project management principles • A good working knowledge of Scottish Building Standards, NHBC requirements and other relevant regulations • Good working knowledge of the CDM Regulations 2015 • Good working knowledge of the Health and Safety at Work Act 1974 | <ul style="list-style-type: none"> • Possess a degree or other relevant qualification • Knowledge of the housing sector • Understanding of the pressures and critical paths within a development project and programme |
| Personal Qualities | <ul style="list-style-type: none"> • Flexible approach • Ability to work unsupervised, plan and prioritise work • Ability to work effectively with a diverse range of stakeholders including colleagues, consultants, tenants and focus groups • A strong team player • Methodical • Pays close attention to detail | |
| Other Requirements | <ul style="list-style-type: none"> • Committed to providing a high level of customer service at all times • Flexibility to work out-with normal office hours, if required | <ul style="list-style-type: none"> • Full current driving licence |



Guidance Notes for Job Application

Guidance Notes for Applications on filling in the

Application Form

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 not 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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ng homes is the trading names of North Glasgow Housing Association Ltd.
 This document is available in other formats.



Health & Wellbeing Award

