



ng2 Recruitment Pack Multi-Trade Manager



Caring for Homes, Strengthening our Community





Welcome to ng2 Ltd.

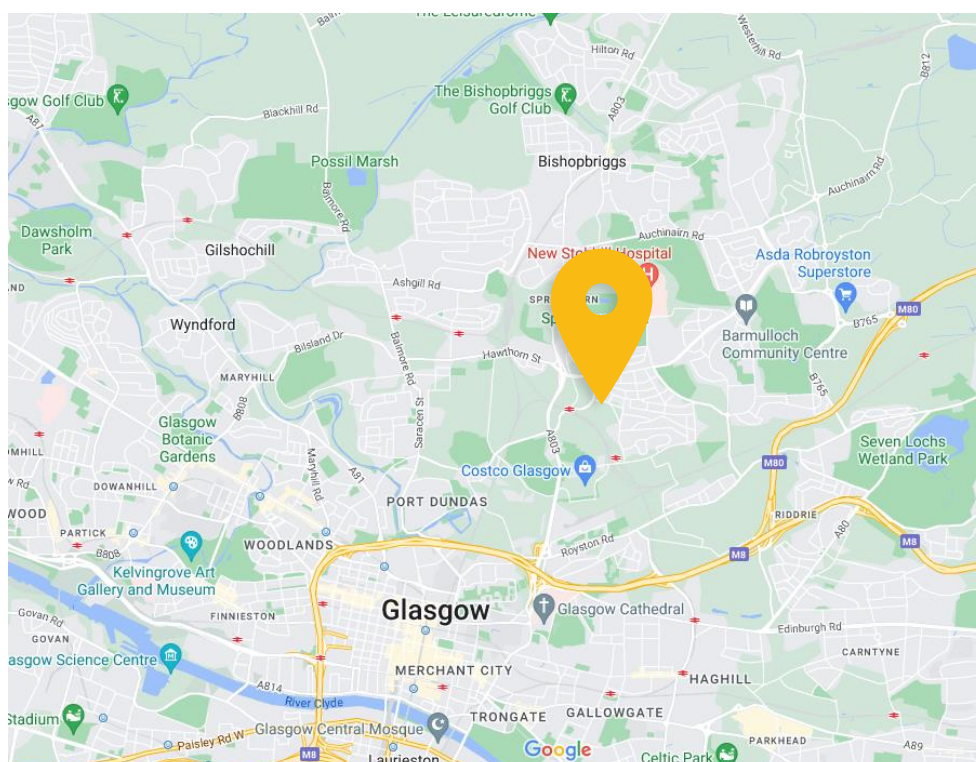
Thank you for showing an interest in ng2 and the role for which we are currently advertising.

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.

✓ **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.

✓ **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.

✓ **Family Friendly Policies**

Employees will be entitled to Maternity, Paternity, Adoption and Parental Leave in line with current legislation.

✓ **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'.

✓ **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.

✓ **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).

✓ **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.

✓ **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.

Interested ...?

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

JOB TITLE:	Multi-Trade Manager
LOCATION:	North Glasgow
CONTRACT:	Permanent
HOURS:	40 hours per week
SALARY:	£50,336 per annum (£24.20 per hour)

ng2 Ltd is a wholly owned subsidiary of ng homes. At ng2 Ltd we strive to create positive change in our community by empowering our people to make a difference. We are a team-oriented, purpose-driven organisation focused on strengthening our community.

ng2 Ltd is undergoing a period of change and growth. Be a part of something bigger, be part of our future, and come to work with us.

A core responsibility of the role is both the technical oversight and people management of the multi-trade function within legislative and quality standards. This will involve planning and scheduling work and managing budgets and materials for an effective trades function delivery. It also involves the day-to-day management of tradespeople and labourers, as well as the damp and mould, void and any admin support provided.

The postholder will also provide cover in the absence of the Head of Business Operations, ensuring that any operational and people management matters are actioned to ensure business continuity.

Experience of managing and co-ordinating multi-trade teams, delivering projects on time and within specified budgets is essential for this role, as well as recognised appropriate trades papers, qualifications and knowledge of health and safety legislation.

The successful candidate will be appointed on ng2 Ltd terms and conditions of employment. ng2 Ltd does not have a sick-pay scheme however a pension scheme is offered in line with auto-enrolment and annual leave is a minimum of 28 days per annum inclusive of public holidays.

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: Multi-Trade Manager.

The closing date for receipt of completed applications is 31 July 2026. Applications received after this date will not be considered.

Previous applicants need not apply.

Please note that we do not accept CV.



Job Profile/Person Specification



Job Details			
Job Title:	Multi-Trade Manager	Contract/Hours:	Permanent
Date Completed:	May 2026	Reporting To:	Head of Business Operations
Job Summary			
The primary purpose of this role is to deliver an efficient and high-quality trades service to our client, ng homes. This includes managing a broad range of projects involving skilled trade work, from responsive repairs such as joinery, painting, plumbing, and plastering tasks, to larger-scale refurbishment programmes requiring multi-trade collaboration. A core responsibility of the role is both the technical oversight and people management of the multi-trade function within legislative and quality standards. This will involve planning and scheduling work and managing budgets and materials for an effective trades function delivery. It also involves the day-to-day management of tradespeople and labourers, as well as the damp and mould, void and any admin support provided. The postholder will also provide cover in the absence of the Head of Business Operations, ensuring that any operational and people management matters are actioned to ensure business continuity.			
Main Duties of the Post			
Multi-Trade Technical Oversight • Responsible for organising multi-trade staff on a daily basis within voids and other projects. • Coordinate and oversee the day to day trade operations, ensuring that work is planned in advance to maximise the work of trade staff, and is delivered efficiently, safely and to a high standard. • Produce clear and concise work plans for all trades staff in advance of works being carried out. • Scope out the full details of trades based projects, including the anticipated timescales and associated costs and profit and balancing the commitments to service with cost and quality. • Be the point of escalation for troubleshooting any trade related work issues, including the correction of trades staff tasks on ng homes properties and complex maintenance or installation issues. • Responsible for ensuring all photographic evidence as well as contact made in relation to damp and mould is recorded on the system. • Be adaptable in your approach to redistribute and reorganise work based on the needs of the client and in line with any revised deadlines for completion.			

- Responsible for the running and streamlining of trades based tasks and showing a commitment to continuous improvement.
- Book in appointments with ng homes customers regarding scheduled works, where required.
- Ensure timesheets are submitted accurately and timeously and have a good attention to detail.
- Responsible for monitoring work orders and associated paperwork in relation to the costing of works to allow invoicing to be carried out timeously.
- Daily reporting to the Head of Business Operations on progress and completion of works and contracts.
- Log jobs on the ng2 digital platform.
- Assist with ordering materials.
- Collate relevant information of no access cases, including photographic evidence.
- Provide reports in relation to contracts and duties as required.
- Develop and monitor trade related KPIs.
- Ensure any planned programs are carried out within time, quality and budget.
- Attend meetings from time to time in place of the Head of Business Operations.
- Carry out ad hoc onsite trade work as required including but not exclusive to potentially covering any period of absence to ensure business continuity is maintained.

Strategic Leadership and Governance

- Support the Head of Business Operations to ensure that business risks are managed effectively.
- Deliver written updates and reports as required, to support the trades delivery of ng2 projects, or as directed by the Head of Business Operations, using IT skills including Microsoft Office packages.
- Deliver verbal updates at void and other associated meetings as outlined by the client.
- Support the Head of Business Operations to produce regular reports on business operations, quality and service improvements to the ng Group CEO as and when required.

Health and Safety

- Carry out all works in compliance with the organisation's quality standards and in line with the company's health and safety policy.
- Carry out and document regular Toolbox Talks.
- Responsible for ensuring that all relevant Health and Safety legislation for multi-trade staff is adhered to; taking full responsibility for Risk Assessments and Method Statements.
- Onsite inspections to ensure Health & Safety as well as quality control inspections are undertaken.
- Fleet management of company vehicles to be regularly checked for anomalies.
- Responsible for ensuring that daily safety and condition checks of all work tools, machinery and equipment including Personal Protective Equipment (PPE) and access equipment (ladders) are carried out by the multi-trade team. Including adding and updating the PPE register.

People Management

- Effective on-site management of trades staff, including apprentices and trainees within the contracts.
- Ensure regular team meetings are held with any relevant business matters being communicated to the multi-trade staff team.

- Manage poor performance where required.
- Support the Head of Business Operations to implement an effective performance management framework and thereafter, any staff check-ins which follow.
- Manage and complete daily paperwork and CIPHR requests (annual leave, absence reporting, time sheets) and carry out the support and management of staff.
- Monitor and manage staff clockings on the Kelio time recording system.

Financial Management

- Manage budgets and materials of the multi-trade function.
- Ensure value for money when planning and implementing multi-trade projects.

General

- Provide cover in the absence of the Head of Business Operations as required.
- Support continuous improvement initiatives and innovation in service delivery methods.
- Attendance at ad-hoc meetings, training events, and work on projects as directed.
- Undertake any other duties as required by the company in order to accomplish its business.

Person Specification

Category	Essential Criteria	Desirable Criteria
Experience	• Experience of managing and co-ordinating multi-trade teams (for example, joiners, plumbers, plasterers and painters) • Experience of working in general property maintenance and construction environment • Experience of working to quality standards • Experience of planning in multi-trade works with technical oversight • Experience and commitment to providing high quality customer service	• Experience of working directly with a housing association / social landlord • Strong understanding of the nature of work in a Housing Association
Skills and Abilities	• Leadership and people management skills with experience of leading and motivating diverse teams • Excellent communication skills • Ability to prioritise a varied workload and work to tight deadlines • Ability to deliver contracts on time within budget and to a consistently high quality whilst providing value for money	• Able to work with a wide range of colleagues in a fast-moving work environment • Competent IT skills (Microsoft Office packages) • Ability to build positive internal and external relationships

	• Strong organisational skills and ability to prioritise a demanding workload • Excellent planning and organisational skills • Able to carry out work in line with environmental and health and safety regulations • Good understanding of planning multi-trade projects	
Qualifications and Knowledge	• Recognised appropriate trades papers and qualifications • Knowledge of health and safety legislation including the Control of Asbestos Regulations 2012 and Construction (Design and Management) Regulations (CDM) 2015	• General knowledge of building trades standards • Broad understanding of and commitment to the principles of Social Enterprise • Relevant management qualification
Personal Qualities	• Self-motivated and able to work on own initiative • Strong problem solver • Adaptable to changing deadlines • Attention to detail • Committed to providing a high level of customer care at all times	
Other Requirements	• Able to work flexibly • Possess a full, current, 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 ☐
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 contacted 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 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.	☐
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.	☐



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