



# ng homes Recruitment Pack

## PA to CEO

### (Maternity Cover)



**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

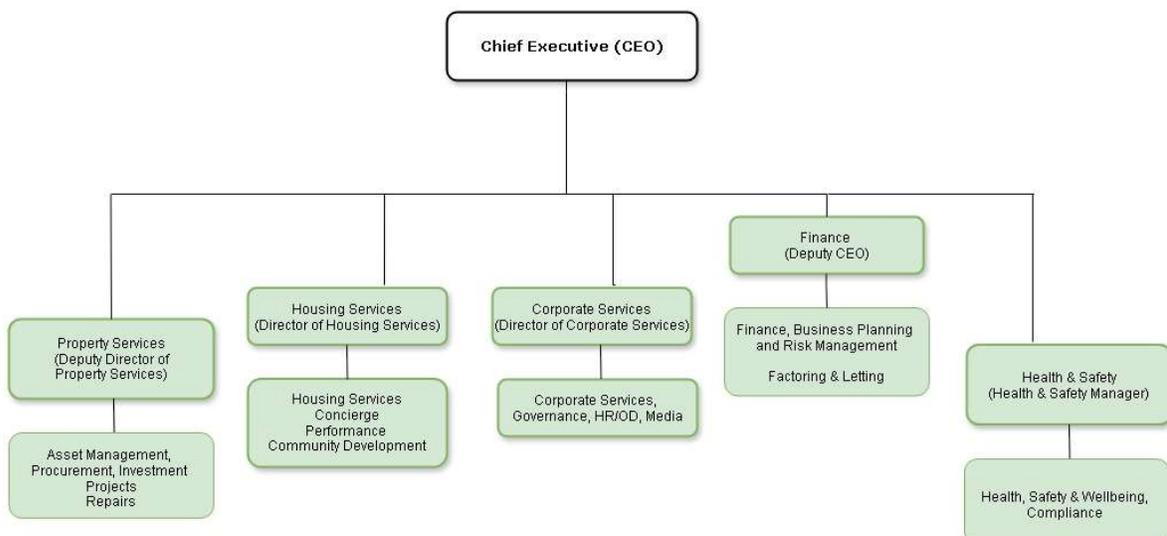


## ng background

|   |   |                                |                       |                      |                                   |                                     |                         |
|---|---|--------------------------------|-----------------------|----------------------|-----------------------------------|-------------------------------------|-------------------------|
| <p><b>Stakeholders</b></p> <p>  Customers<br/>  Staff<br/>  Volunteers<br/>  Regulator<br/>  Government<br/>  Partners<br/>  Lenders<br/>  Suppliers/contractors         </p> | <p><b>Services</b></p> <p>  Homes<br/>  Housing Advice<br/>  Factoring services<br/>  Concierge<br/>  Handy person<br/>  Financial services         </p>  |                                |                       |                      |                                   |                                     |                         |
| <p><b>Priorities</b></p> <p>  Robust governance<br/>  Prudent financial management<br/>  Positive culture<br/>  Continuous improvement<br/>  Business Growth         </p>     | <p><b>ng by numbers</b></p> <table border="1"> <tr> <td><b>£27m</b><br/>Annual Turnover</td> <td><b>5000+</b><br/>Stock</td> <td><b>100+</b><br/>Staff</td> </tr> <tr> <td><b>1976</b><br/>Association formed</td> <td><b>1200+</b><br/>Factored properties</td> <td><b>6</b><br/>Core values</td> </tr> </table> | <b>£27m</b><br>Annual Turnover | <b>5000+</b><br>Stock | <b>100+</b><br>Staff | <b>1976</b><br>Association formed | <b>1200+</b><br>Factored properties | <b>6</b><br>Core values |
| <b>£27m</b><br>Annual Turnover  | <b>5000+</b><br>Stock   | <b>100+</b><br>Staff           |                       |                      |                                   |                                     |                         |
| <b>1976</b><br>Association formed   | <b>1200+</b><br>Factored properties   | <b>6</b><br>Core values        |                       |                      |                                   |                                     |                         |

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: PA to CEO (Maternity Cover)**  
**Salary: EVH Grade 6 (PA17-PA20) £34,745 - £37,984 per annum (pay award pending)**  
**Hours: 35 hours per week**  
**Contract: Fixed Term for 9 months**  
**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 PA to CEO (Maternity Cover) to provide administrative and secretarial support to the CEO. The role requires excellent organisational skills, discretion, and the ability to manage multiple priorities in a fast-paced environment, whilst ensuring confidentiality and professionalism at all times. Carrying out a comprehensive secretarial role including diary / email management, travel arrangements and correspondence ensuring priorities are managed effectively. As well as organising meetings (in-person and virtual), preparing agendas, papers, and minute taking.

The successful candidate will have experience of working in a similar role in a customer focused environment with the ability to self-manage and prioritise work. Excellent administrative and minute taking skills are essential whilst possession of a relevant professional qualification or be working towards achieving this 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 the HR team on 0141 560 6000.**

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

**If you are returning your application by post please send to: Corporate Services Department, ng homes, Ned Donaldson House, 50 Reidhouse Street, Springburn, Glasgow G21 4LS.**

**The closing date for receipt of completed applications is 12 noon on Monday 9 March 2026. Interviews will be held week commencing 23 March 2026.**

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

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

**ng homes is an equal opportunities employer and encourages applications from all sections of the community.**

## Job Profile/Person Specification



| Job Details  |                    |                      |                              |
|--|--------------------|----------------------|------------------------------|
| <b>Job Title:</b>  | PA to CEO          | <b>Grade:</b>        | EVH Grade 6<br>(PA17 – PA20) |
| <b>Department:</b>   | Corporate Services | <b>Reporting To:</b> | CEO                          |
| <b>Date Completed:</b>   | January 2026       |                      |                              |
| Job Summary  |                    |                      |                              |
| <p>Reporting to the CEO, the post holder will provide administrative and secretarial support to the CEO.</p> <p>The role requires excellent organisational skills, discretion, and the ability to manage multiple priorities in a fast-paced environment, whilst ensuring confidentiality and professionalism at all times.</p>  |                    |                      |                              |
| Main Duties of the Post  |                    |                      |                              |
| <p>The main duties and responsibilities of the post are to:</p> <ul style="list-style-type: none"> <li>• Provide comprehensive secretarial support to the CEO, including diary / email management, travel arrangements and correspondence ensuring priorities are managed effectively in a fast-paced environment.</li> <li>• Organise meetings (in-person and virtual), prepare agendas, papers, and minutes</li> <li>• Handle complex emails and communications on behalf of the CEO.</li> <li>• Proactively monitor and adjust schedules with a focus on priorities, anticipating needs and resolving conflicts quickly.</li> <li>• Support the CEO in maintaining accountability for agreed actions and commitments, following up on deadlines and progress.</li> <li>• Provide high-quality customer service to internal and external stakeholders.</li> <li>• Attend Directorate meetings and ensure follow-through on decisions.</li> <li>• Act as communication arm for CEO with staff, stakeholders and external agencies.</li> <li>• Assist with planning and co-ordination of events such as Board and Staff strategy events.</li> <li>• Maintain appropriate filing systems.</li> <li>• Develop and maintain the annual governance calendar.</li> <li>• Support the co-ordination of Board training and attendance at conferences and keeping training records for the Board.</li> <li>• Assist other Administration staff where required e.g. during periods of absence.</li> <li>• Support the Chief Executive in fulfilling governance responsibilities by providing informed advice and practical assistance.</li> <li>• Keep up to date with Scottish Government priorities and relevant initiatives, such as Scotland’s Towns Partnership, that may impact housing and community development and provide relevant support to the CEO as required.</li> <li>• Maintain awareness of regulatory communications from the Scottish Housing Regulator - both organisation-specific and sector-wide - and help interpret and connect these insights to ensure compliance and good practice across governance processes.</li> </ul> |                    |                      |                              |

- Support the CEO and Directors by helping ensure that actions and decisions align with previous commitments made to the Scottish Housing Regulator and other stakeholders, and flag potential inconsistencies.

**Other duties**

- Comply with Health & Safety and organisational policies.
- Undertake any other reasonable duties as required.

**Person Specification**

| <b>Category</b>                 | <b>Essential Criteria</b>   | <b>Desirable Criteria</b>   |
|---------------------------------|---|---|
| <b>Experience and Knowledge</b> | <ul style="list-style-type: none"> <li>• Relevant experience in a similar role</li> <li>• Experience of using Microsoft packages for recording data</li> <li>• Experience of record keeping and developing and maintaining databases</li> <li>• Experience of managing and prioritising multiple tasks/deadlines</li> </ul>   | <ul style="list-style-type: none"> <li>• Experience of dealing with governance compliance issues</li> <li>• Experience and knowledge of working with voluntary Boards or Committees</li> <li>• Knowledge or experience of working in the housing sector</li> <li>• Knowledge of the Scottish Housing Regulator</li> </ul> |
| <b>Skills and Abilities</b>     | <ul style="list-style-type: none"> <li>• Excellent interpersonal skills and ability to work with diverse range of people</li> <li>• Highly organised with the ability to self-manage and prioritise work</li> <li>• Excellent minute taking skills</li> <li>• Excellent organisational and administrative skills</li> <li>• Excellent planning and time management skills</li> <li>• Excellent communication skills, listening, verbal and written</li> <li>• Strong IT skills competent in the use of Word, Excel, PowerPoint and other software packages</li> </ul> | <ul style="list-style-type: none"> <li>• Event planning skills</li> <li>• Good presentation skills</li> </ul>   |
| <b>Qualifications</b>           | <ul style="list-style-type: none"> <li>• Good standard of general education</li> </ul>  | <ul style="list-style-type: none"> <li>• Possession of a relevant professional qualification to SVQ Level 3 or above or be working towards achieving this</li> </ul>  |
| <b>Personal Qualities</b>       | <ul style="list-style-type: none"> <li>• Customer focused, committed to providing high quality customer service</li> <li>• Self-motivated</li> <li>• Professional and confidential manner</li> <li>• Analytical and meticulous approach</li> <li>• Calm demeanour</li> <li>• Reliable with a good timekeeping and attendance record</li> <li>• Good team player, able to work constructively with colleagues and senior management and Board members</li> <li>• Enthusiastic</li> </ul>   | <ul style="list-style-type: none"> <li>• Committed to own CPD (Continuing Professional Development)</li> </ul>  |

|                           |   |  |
|---------------------------|---|--|
|                           | <ul style="list-style-type: none"><li>• Willing to learn</li></ul>  |  |
| <b>Other Requirements</b> | <ul style="list-style-type: none"><li>• Availability to work flexibly, including evenings and weekends, as required (with notice)</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



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