



ng homes Recruitment Pack

Property Services Assistant



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.

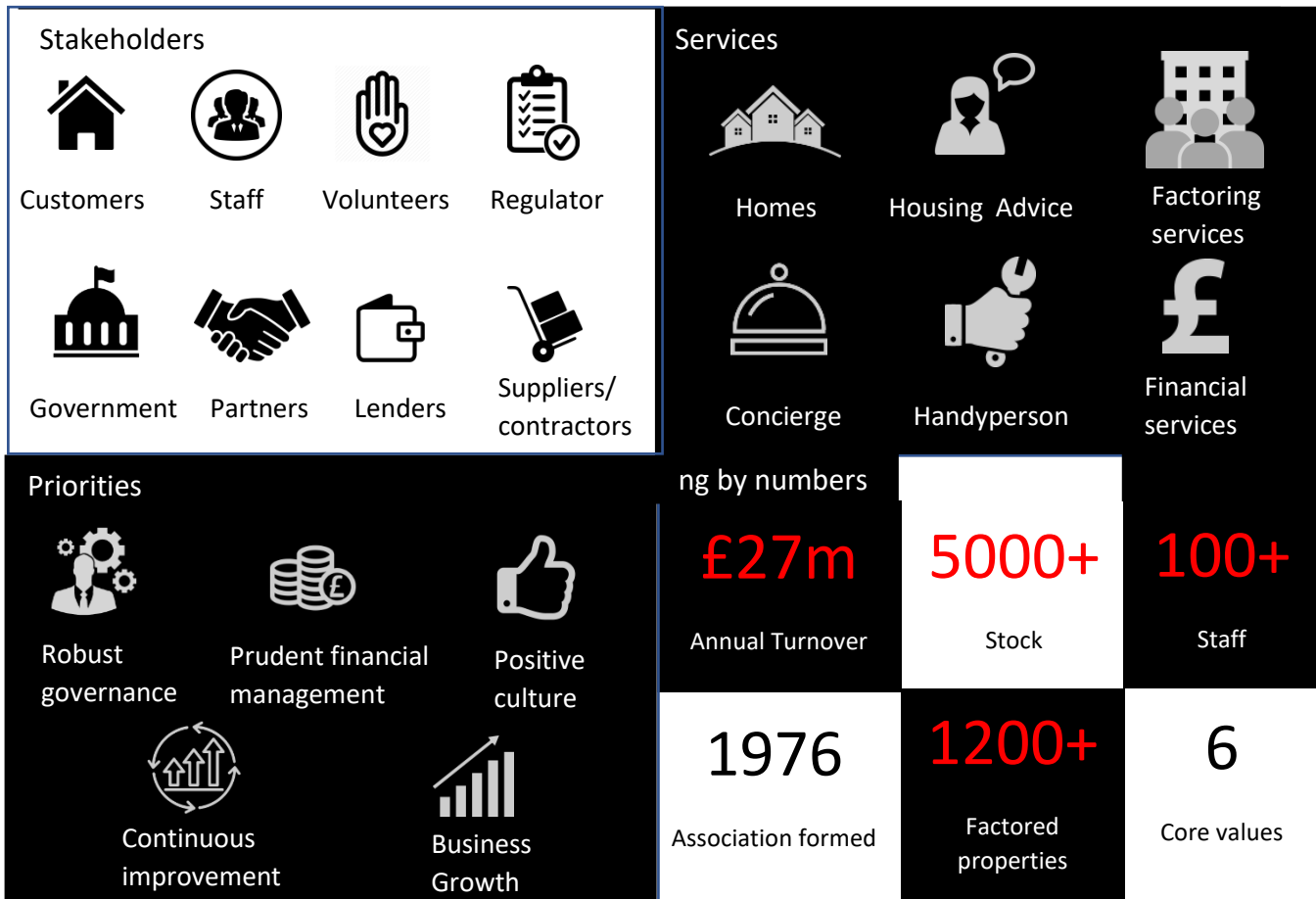


Our Values

- ⇒ 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

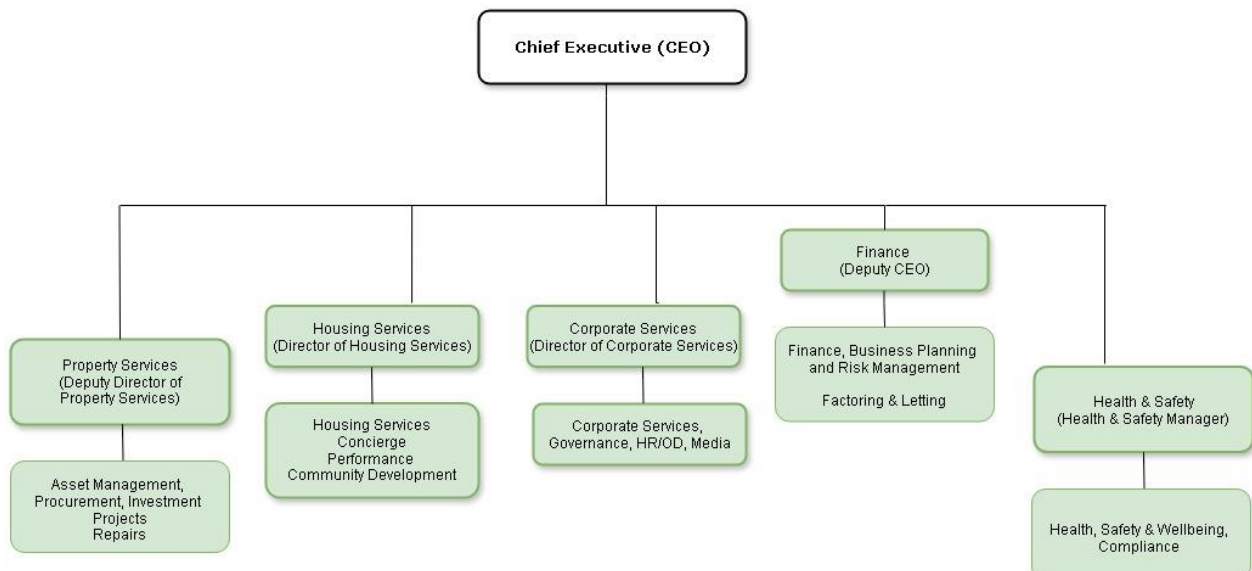


ng background



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: Property Services Assistant
Salary: EVH Grade 4/5 (PA9-PA16) £24,764 - £32,324 per annum
Hours: 35 hours per week
Contract: Permanent

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 Property Services Assistant to provide a prompt and effective customer focussed service across the Property Services team. This will include assisting with project delivery and providing an administrative service for planned maintenance, cyclical maintenance, major repairs and development projects, day-to-day repairs and compliance works. Areas of compliance will include: asbestos, damp and mould, electrical, fire, gas, lift and water safety. In addition, the post holder will provide direct administration support to the Senior Administration Co-ordinator and Managers within the Property Services team.

Candidates will have the experience of providing a high-quality customer service as well as experience of letter and report writing.

The successful candidate will have excellent organisational and communication skills with the ability to deal with difficult and changing situations and demands. Competency in the use of Email, Microsoft Office, Excel and other software packages are essential.

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: Property Services Assistant.

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 Thursday 31 October 2024 at 12 noon. Applications received after this date will not be considered. Interviews will take place week commencing 11 November 2024.

Please note that we do not accept CV.

Job Profile/Person Specification



Job Details			
Job Title:	Property Services Assistant	Grade:	EVH Grade 4/5
Department:	Property Services	Reporting To:	Senior Administration Co-ordinator / Maintenance Manager
Date Completed:	January 2024	Contract Hours:	35 hours per week
Job Summary			
<p>The post holder will provide a prompt and effective customer focussed service across the Property Services team. This will include assisting with project delivery and providing an administrative service for planned maintenance, cyclical maintenance, major repairs and development projects, day-to-day repairs and compliance works. Areas of compliance will include: asbestos, damp and mould, electrical, fire, gas, lift and water safety. In addition, the post holder will provide direct administration support to the Senior Administration Co-ordinator and Managers within the Property Services team.</p>			
Main Duties of the Post			
<p>The main duties and responsibilities of the post are to:</p> <ul style="list-style-type: none"> • Assist with the delivery of Property Services planned maintenance, cyclical maintenance, major repairs and development projects, day to day repairs and compliance works. • Adhere to all policies, procedures and processes in relation to compliance contracts. • Assist with the Association’s factoring service dealing with specification packs for investment contracts and appropriate major repairs paperwork • Log repairs and raise pre-inspections • Assist with administration processes for all cyclical and compliance contracts. • Raise repair lines or create project codes in line with the Association’s planned maintenance and cyclical programmes • Assist with and update the project trackers and planned maintenance module. • Assist with project administration • Assist in the preparation of tenant open days. • Process invoices through IBS including variations and job lines. • Process contractors certificate payments through the planned maintenance module • Provide fortnightly updates on invoices and certificates. • Assist and co-ordinate all Property Services correspondence. • Assist Tenant Liaison Officers (TLO) with the decant process. • Identify pre and post- contract inspections for major repairs and issue to relevant staff. 			

- Assist with repairs and analysis trends
- Assist with the data collection for all programmes
- Deal with enquiries in line with our Customer Care Policy
- Assist with customer complaints for contractors in line with the Complaints Procedure.
- Record complaints on the internal system and inform the Property Services Team of deadlines.
- Liaise with contractors and staff on major repair or complaint issues.
- Oversee and co-ordinate the document control filing system
- Oversee incoming and outgoing mail for the team
- Print out and collate Regeneration Committee and Board reports.
- Attend and minute internal team meetings and project meetings
- Distribute agendas and previous minutes in advance of meetings
- Provide cover at Reception and the Call Centre, as required
- Participate in internal working groups, as required
- Comply with the Association's Health and Safety Policy
- Update electronic tender register
- Maintain contractors' and consultants' insurance register
- Issue and record contractor and consultant Data Processor Contract Addendum Form for GDPR purposes
- Assist with any other reasonable administration tasks within Property Services to ensure the effective operation of the Association, as required

Person Specification

Category	Essential Criteria	Desirable Criteria
Qualifications, Knowledge and Experience	<ul style="list-style-type: none"> • Experience of providing a high-quality customer service • Experience of letter and report writing 	<ul style="list-style-type: none"> • General awareness of housing related matters • Experience of dealing directly with the public • Knowledge and experience of major repairs, planned and cyclical maintenance, day to day repairs, compliance and development projects. • Knowledge and experience of compliance related policies, procedures and best practice • Knowledge of IBS systems • Knowledge of the housing sector

Skills and Abilities	<ul style="list-style-type: none"> • Excellent organisation skills • Excellent communication skills • Excellent customer service skills • Ability to deal with difficult and changing situations and demands • Competent in the use of Email, Microsoft Office, Excel and other software packages 	
Personal Qualities	<ul style="list-style-type: none"> • Reliable and self-motivated • Articulate, confident and enthusiastic • Approachable with a positive attitude to team working and assisting colleagues • An effective team player • Thorough with a high level of 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 working hours, if required 	<ul style="list-style-type: none"> • Full UK driving licence • Access to own vehicle



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 <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"/>



Springburn Office
Ned Donaldson House
50 Reidhouse Street
Springburn, Glasgow, G21 4LS
Tel: 0141 560 6000



email: info@nghomes.net
website: www.nghomes.net
Twitter: @ng_homes
Instagram: ng_homes



Possilpark Office
Saracen House
139 Saracen Street
Possilpark, Glasgow, G22 5AZ
Tel: 0141 336 1300



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