



ng homes Recruitment Pack

Repairs Manager (Part-time)

Fixed Term for 12 months



Our Vision: A community where people can flourish and prosper



INVESTORS IN PEOPLE®
We invest in people Gold



INVESTORS IN PEOPLE®
We invest in wellbeing Gold



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.

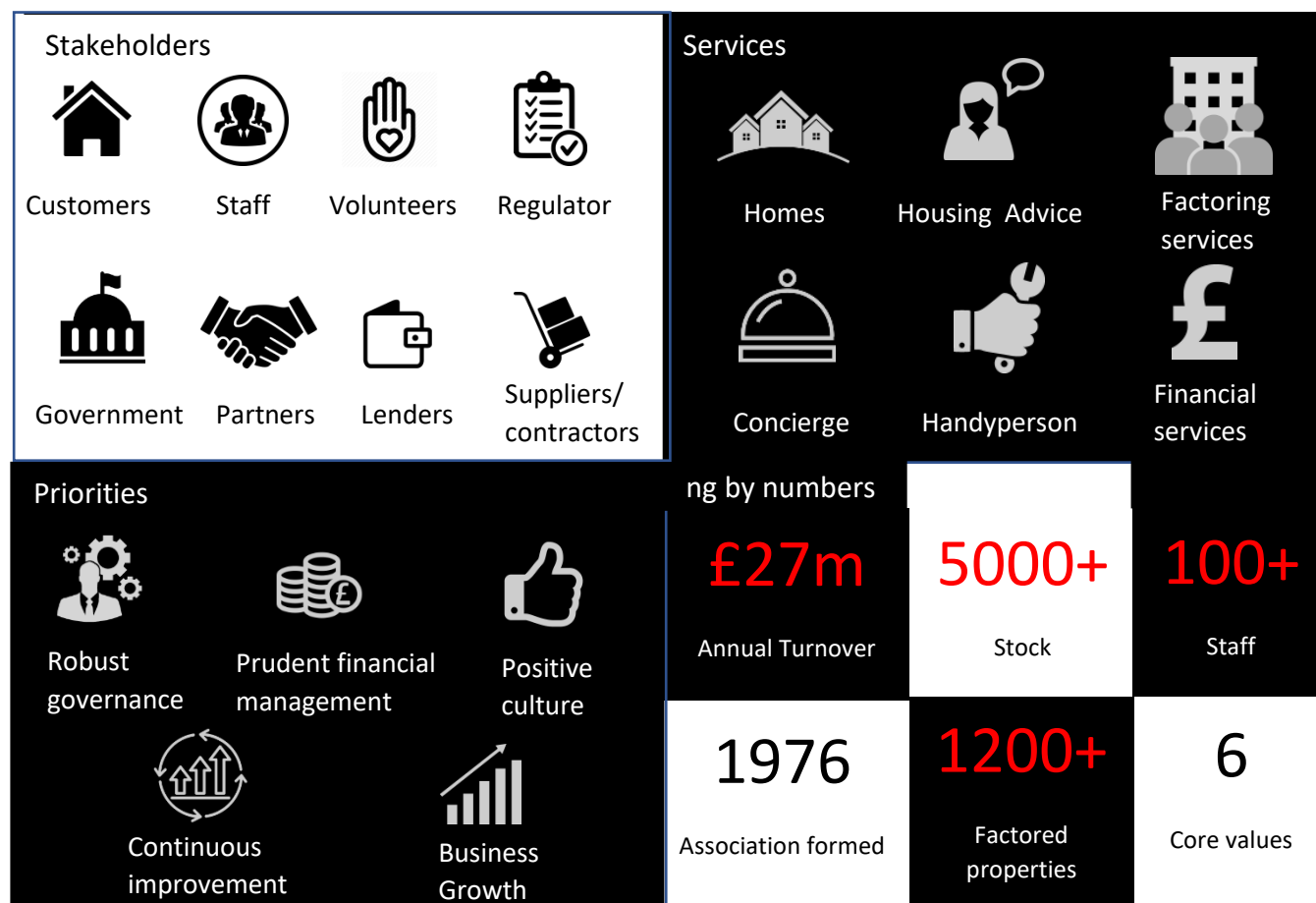


Our Values

- ⇒ 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

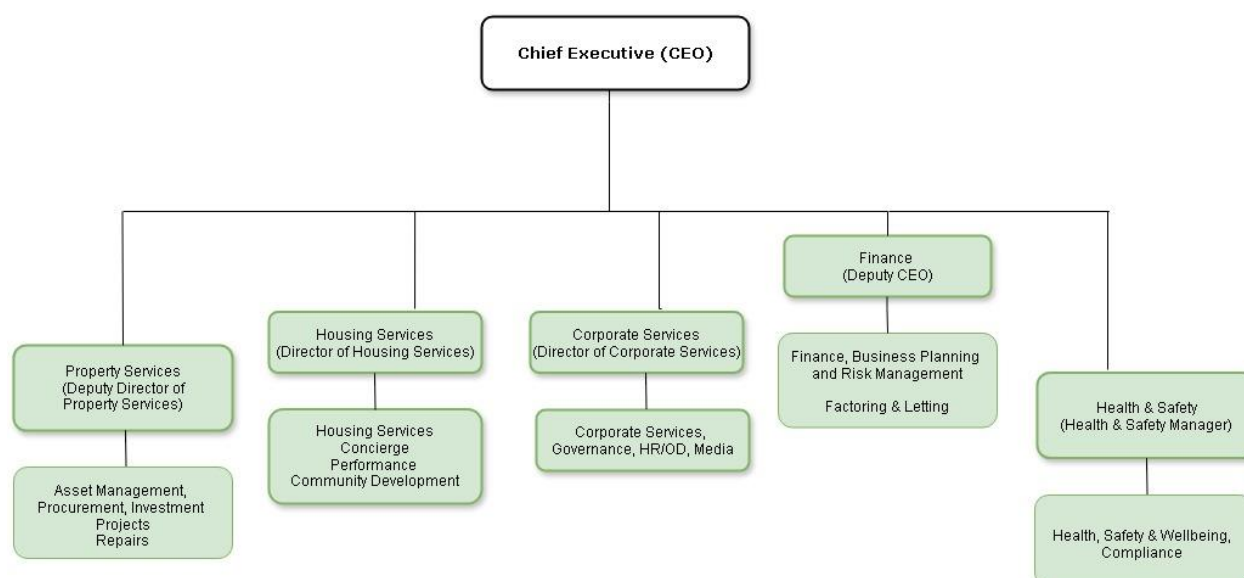


ng background



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: Repairs Manager (Part-time)
EVH Grade: EVH Grade 9 (SM5-SM7)
Salary Value: £59,919 - £63,280 pro rata, per annum
Hours: 14 hours per week, Monday and Friday
Contract: Fixed-term for 12 months
Excellent benefits including pension and company health plan

Please note that this is a re-advertisement

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 part-time Repairs Manager (12 months fixed-term contract) who will be responsible for ensuring that the Repairs Service is being delivered efficiently and professionally and complies with the requirements of the Scottish Housing Regulator and relevant statutory legislation. The Repairs Manager will lead, manage and support a team of staff from ng homes and our subsidiary company, ng2 Ltd, in delivering a comprehensive repairs service to our customers.

The successful candidate will have previous experience working within a repairs service, experience of working in a customer service driven organisation, always providing the very highest levels of customer care.

A knowledge of repairs processes and/or systems are essential as are excellent organisation and communication skills. Possession of a relevant housing, technical or trade 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: Repairs Manager (Part-time).

If you are returning your application by post please send to: Marion Gallacher, Corporate Services Assistant, ng homes, Saracen House, 139 Saracen Street, Possilpark, Glasgow G22 5AZ.

The closing date for receipt of completed applications is 12 noon on Monday 11 August 2025. Applications received after this date will not be considered.

Interviews will be held on Wednesday 20 and Thursday 21 August 2025.

Please note that we do not accept CV.

Job Profile/Person Specification



Job Details			
Job Title:	Repairs Manager	Grade:	SM5 – SM7
Department:	Property Services	Reporting To:	Deputy Director of Property Services
Date Completed:	July 2025		
Job Summary			
The Repairs Manager is responsible for ensuring that the Repairs Service is being delivered efficiently and professionally and complies with the requirements of the Scottish Housing Regulator and relevant statutory legislation. The Repairs Manager will lead, manage, advise and support a team of ng homes and ng2 staff in delivering a comprehensive repairs service to our customers.			
Main Duties of the Post			
Repairs/Maintenance Duties: • Ensure that the day-to-day repairs service is delivered efficiently, professionally, and in accordance with the values and policies of ng homes, and, in compliance with the requirements of the Scottish Housing Regulator and all relevant statutory legislation. • Ensure compliance with the requirements of the Scottish Social Housing Charter and the ARC for the Scottish Housing Regulator. • Provide statistical information for the production of the ARC • Develop and review the Risk Management Register by identifying risks, outcomes, risk scores, and action to mitigate and monitor systems. • In response to customers' needs and the needs of the service, develop and implement robust and appropriate policies and procedures for the delivery of the repairs service. • Set targets for Key Performance Indicators and report on performance management of these key areas of repairs. • Review the repairs reporting process with a view to bringing repairs reporting in-house. • Liaise closely with Neighbourhood Teams in relation to Estate Management ensuring consistency of approach and compliance with wider policies and procedures. • Ensure that day-to-day repairs services are delivered in compliance with the Association's targets, values, timescales and priorities. • Provide advice to colleagues on all aspects of the repairs service. • Schedule and convene regular internal meetings with Neighbourhood Managers and contractors, review and report on day-to-day repair responsiveness, performance, completions and costs. • Continuously monitor and evaluate the effectiveness and performance of contractors and contractual suppliers. • Schedule and convene meetings with external contractors and review and report on responsiveness, performance and costs. • Ensure contractor's costs reflect agreed Schedule of Rates charges • Review the information technology infrastructure and supporting modules for repairs and maintenance services.			

- Review the web site arrangements for reporting repairs.
- Assist with the procurement of repairs works contracts and service contracts.
- Review and improve on current contractor's reporting mechanisms so that information received is transparent, informative, valuable and beneficial to the service and the customer.

Customer Service:

- Manage, administer and respond to customer enquiries and complaints, in compliance with ng homes values and policies.
- Develop positive and respectful relationships with customers.
- Develop strategies for measuring (and improving) customer satisfaction across all aspects of repairs and maintenance service delivery.
- Oversee and report on customer satisfaction surveys relevant to the repairs service and take action to resolve any issues arising from the surveys
- Assist with Customer Satisfaction Surveys to monitor satisfaction with the services provided by the Association.
- Attend Focus Groups/Owners Forum as required
- Identify gaps and improvements within the day-to-day contract and put steps in place to improve the customer journey

Leadership:

- Lead, supervise, manage and support the Repairs team
- Discuss and agree team priorities and targets.
- Set priorities for the team in terms of day-to-day service delivery.
- Monitor and report on the workload and performance of the team.
- Carry out Check Ins for relevant staff members.
- Carry out repairs training for appropriate staff
- Authorise leave in compliance with the conditions of service and with due regard to operational needs.
- Participate in attendance management reviews where appropriate.

Investment Programme:

- Provide information to the Investment Team on potential investment projects resulting from identification of complex repairs.

Gas Servicing and Maintenance:

- Ensure that all gas servicing and maintenance is delivered in keeping with the Association's targets, values, timescales and priorities.
- Provide advice to colleagues on all aspects of gas servicing and maintenance.
- Schedule and convene regular internal meetings with colleagues and review and report on gas servicing, gas maintenance, performance and costs.
- Schedule and convene meetings with external gas servicing and maintenance contractors and review and report on responsiveness, performance and costs.
- Continuously monitor and evaluate the effectiveness and performance of gas servicing and maintenance contractors and contractual suppliers.
- Ensure that the Association remains compliant with its statutory obligations in terms of annual gas safety servicing.

Medical Adaptations:

- Ensure that all medical adaptations are delivered in keeping with the Association's targets, values, timescales and priorities.
- Directly liaise with occupational therapists and other professionals regarding customer consultation, referrals and installations.
- Provide monthly/quarterly reports on service delivery and outstanding need.

Invoicing and Payments:

- Ensure that invoices are approved and authorised timeously in compliance with the Association's policies and procedures.
- Liaise with Finance regarding invoice processing and plan and deploy resources to meet cheque run deadlines.
- Complete good practice checks and audits of invoices.
- Ensure job import files/job stages files are updated on Open Housing.
- Ensure electronic certificates are cross checked with electronic invoices raised on Open Housing.
- Routinely trawl day to day and void cost centres and advise Finance of any discrepancies and/or incorrect cost centre coding.

Corporate Reporting:

- Prepare and where necessary present reports to the Board and Committees covering key performance indicators.
- Prepare and present reports or other statistical information to other senior managers

Call Centre:

- Oversee the management of the Call Centre including monitoring activity and staff performance

Other:

- Review policies, procedures and systems relating to the repairs service as required.
- Participate in internal working groups
- Comply with the Association's Health & Safety policies
- Provide information for the production of the Association's Business Plan
- Undertake any other reasonable duties, as requested

Person Specification		
Category	Essential Criteria	Desirable Criteria
Experience	• Extensive experience of providing excellent property management services • Experience working in a customer service driven organisation • Committed to always providing the very highest levels of customer care • Experience of letter and report writing • Experience in dealing with difficult situations • Experience of identifying training needs for staff	• Experience of working with Housing Management Systems
Skills and Abilities	• Strong negotiating and networking skills • Leadership skills • Excellent people management skills • Excellent Report and letter writing skills • Ability to work on an individual basis or as part of a team • Ability to work under pressure and meet deadlines and targets • Ability to build positive internal and external relationships. • Good organisation and communication skills • Competent in the use of Microsoft Office, email and other software packages • Good analytical skills and ability to apply these effectively	
Qualifications and Knowledge	• Knowledge and understanding of appropriate policies, procedures, values and best practice. • Understanding and practical knowledge of programme, sequence,	• Relevant trade qualification to at least SVQ Level 3 • Relevant housing or technical qualification • Understanding and/or awareness of the requirements of the

	timescale and delivery of contracts and services.	Scottish Housing Regulator • Knowledge and awareness of the housing sector • Knowledge of IBS / Capita integrated housing management software • Knowledge of HomeMaster housing management platform/system
Personal Qualities	• Articulate, confident, positive, enthusiastic and approachable • Reliable and highly self-motivated. • Committed to always providing the very highest levels of Customer care. • Committed to continuous improvement. • Committed to developing self and others	
Other Requirements	• Ability to work out with normal office hours	• Full 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 ink or black ball-point pen 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 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.
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