



ng homes Recruitment Pack

Repairs Officer



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 5,449 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 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.



Our Values

- ⇒ We are a quality organisation delivering excellence
- ⇒ We act with integrity
- ⇒ We are customer focused and put the customer first
- ⇒ We are trusted and trusting
- ⇒ We are accountable

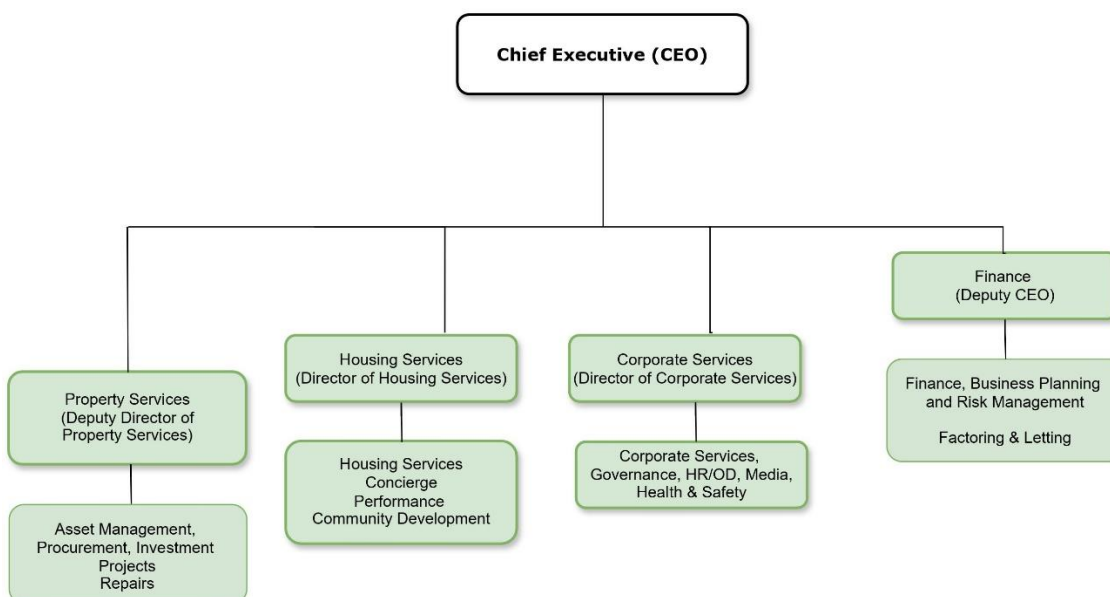


ng background

<p>Stakeholders</p> <p>Customers Staff Volunteers Regulator</p> <p>Government Partners Lenders Suppliers/contractors</p>	<p>Services</p> <p>Homes Housing Advice Factoring services</p> <p>Concierge Handyperson Financial services</p>								
<p>Priorities</p> <p>Robust governance Prudent financial management Positive culture</p> <p>Continuous improvement Business Growth</p>	<p>ng by numbers</p> <table border="1"> <tr> <td>£24m Annual Turnover</td> <td>5449 Total stock</td> <td>180+ Staff</td> </tr> <tr> <td>1976 Association formed</td> <td>1200+ Factored properties</td> <td>6 Care values</td> </tr> </table>			£24m Annual Turnover	5449 Total stock	180+ Staff	1976 Association formed	1200+ Factored properties	6 Care values
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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.

Repairs Officer

EVH Grade 7 (PA22 – PA25)

£39,072 - £42,903 per annum

Permanent

35 hours per week

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 Repairs Officer who will provide a high-quality, customer-focused service to tenants and support to Property Services and Housing Services colleagues. The Repairs Officer will work on various contracts including day-to-day repairs, overseeing the work of contractors, snagging and signing off works to deliver the Association's agreed targets. The Repairs Officer must ensure a prompt and effective response to enquiries and take a proactive approach to the management, repair and maintenance of the Association's properties.

The successful candidate will have a broad understanding of the building industry, including knowledge of materials, trades, methods and legal requirements along with the ability to inspect and assess quality of work.

Experience of planned and reactive repairs and maintenance of electrical and mechanical equipment along with good knowledge of Health and Safety Legislation and practice including Construction Design & Management (CDM) Regulations 2015 and The Health and Safety at Work Act 1974 are essential for this role.

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 Officer.

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 12 noon on Friday 17 May 2024. Applications received after this date/time will not be considered.

Interviews will be held week commencing 3 June 2024.

Please note that we do not accept CV.

Job Profile/Person Specification



Job Details			
Job Title:	Repairs Officer	Grade:	EVH Professional & Administrative Grade 7 (PA22-PA25)
Department:	Property Services	Reporting To:	Senior Repairs Officer
Date Completed:	August 2023		
Job Summary			
<p>The Repairs Officer will provide a high-quality, customer-focused service to tenants and support to Property Services and Housing Services colleagues. The Repairs Officer will work on various contracts including day-to-day repairs, overseeing the work of contractors, snagging and signing off works to deliver the Association’s agreed targets. The post holder must ensure a prompt and effective response to enquiries and take a proactive approach to the management, repair and maintenance of the Association’s properties.</p>			
Main Duties of the Post			
<p>The main duties and responsibilities of the post are to:</p> <ul style="list-style-type: none"> • Implement the Association’s Repairs and Maintenance Policy within agreed budgets • Ensure that all repair and maintenance work including minor mechanical and electrical work and medical adaptations are undertaken to the Association’s standards and specifications and in line with building regulations • Ensure delivery of high-quality customer service to the Association’s tenants and customers, in line with our Customer Care Policy and Customer Complaints Policy • Investigate and respond to repairs complaints from tenants and owner-occupiers • Monitor and report on performance against targets for void turnaround times and all repairs and maintenance work • Oversee the work of contractors and monitor and report on their performance • Ensure understanding of all relevant drawings/specifications and written instructions and use them as a reference for repairs and maintenance work • Perform regular inspections of the work on site, handover and defects period comparing completed work with drawings and specifications as required 			

- Prepare Property Condition Reports and Justification Reports
- Comply with the Association's Health and Safety Policy
- Raise any health and safety concerns with the Senior Repairs Officer or relevant manager, Principal Designer and Principal Contractor in line with the Construction (Design and Management) Regulations 2015
- Evaluate and respond to repair requests and carry out pre and post inspections (where required) within targets set within the Repairs and Maintenance Policy
- Advise and monitor policy/procedures for quality control of all aspects of the repairs and maintenance function
- Request competitive quotes for repairs and maintenance work
- Inspect and prepare void properties for re-let to the Association's Lettable Standard
- Ensure that all repair work affecting owner-occupiers is carried out in accordance with the Property Factors (Scotland) Act 2011 and Code of Conduct and relevant policies and procedures in conjunction with the Factoring Team
- Organise medical adaptation works in accordance with the Association's policy, procedures and budgets and liaise with Planning and Building Control Departments and relevant consultants
- Assist the Senior Repairs Officer, Repairs Manager and Maintenance Manager with the planned programme for cyclical maintenance projects as required
- Diagnose and address dampness and condensation in line with ng homes procedures and SFHA guidance note
- Liaise with contractors and consultants in relation to repairs and maintenance
- Advise Senior Repairs Officer / Repairs Manager of any future major repairs identified
- Raise work orders and check and authorise repairs invoices daily
- Ensure invoices accurately reflect insurance and rechargeable repairs cost centres
- Assist as necessary with insurance claims and third-party recharges
- Ensure that relevant files and records are kept up to date and in accordance with GDPR regulation
- Liaise with Housing Officers on decant programmes

- Work closely with Housing Services Staff to provide repairs support and knowledge
- Contribute to internal working groups and focus groups as required
- Undertake any other reasonable duties as required

Person Specification

Category	Essential Criteria	Desirable Criteria
<p>Skills and Abilities</p>	<ul style="list-style-type: none"> • Ability to establish an appropriate working relationship with contractors and consultants • A broad understanding of the building industry, including knowledge of materials, trades, methods and legal requirements • Ability to understand drawings and specifications and relate to actual site conditions • Ability to inspect and assess quality of work, and accuracy against construction documents and take appropriate action to remedy inconsistencies • Strong IT skills including working knowledge of Microsoft packages 	<ul style="list-style-type: none"> • Good negotiating and networking skills • Understanding of Housing Association policies procedures and best practice
<p>Qualifications, Knowledge and Experience</p>	<ul style="list-style-type: none"> • Knowledge of current Planning Legislation, Building Regulations and Codes of Practice • Good knowledge of Health-and safety Legislation and practice including Construction Design & Management (CDM) Regulations 2015 and The Health and Safety at Work Act 1974 • Construction related vocational training, such as City and Guilds or similar • Building Services background • Experience of planned and reactive repairs and maintenance of electrical and mechanical equipment 	<ul style="list-style-type: none"> • Membership of the Institute of Clerk of Works, or evidence of working towards this qualification • Relevant qualifications i.e. CIOB (Chartered Institute of Building) or RICS (Royal Institution of Chartered Surveyors) • Mechanical and Electrical knowledge • Experience of planned and reactive maintenance of electrical and mechanical equipment • Experience of working in a Housing Association or other similar housing provider • Knowledge of Capita IT system

Personal Qualities	<ul style="list-style-type: none"> • Reliable, self-motivated, articulate, confident and enthusiastic • Approachable with a positive attitude to team working and assisting colleagues • An affective team player with the ability to cope with changing circumstances and demands 	
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 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"/>



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