



ng homes Recruitment Pack

Senior Performance 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 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.

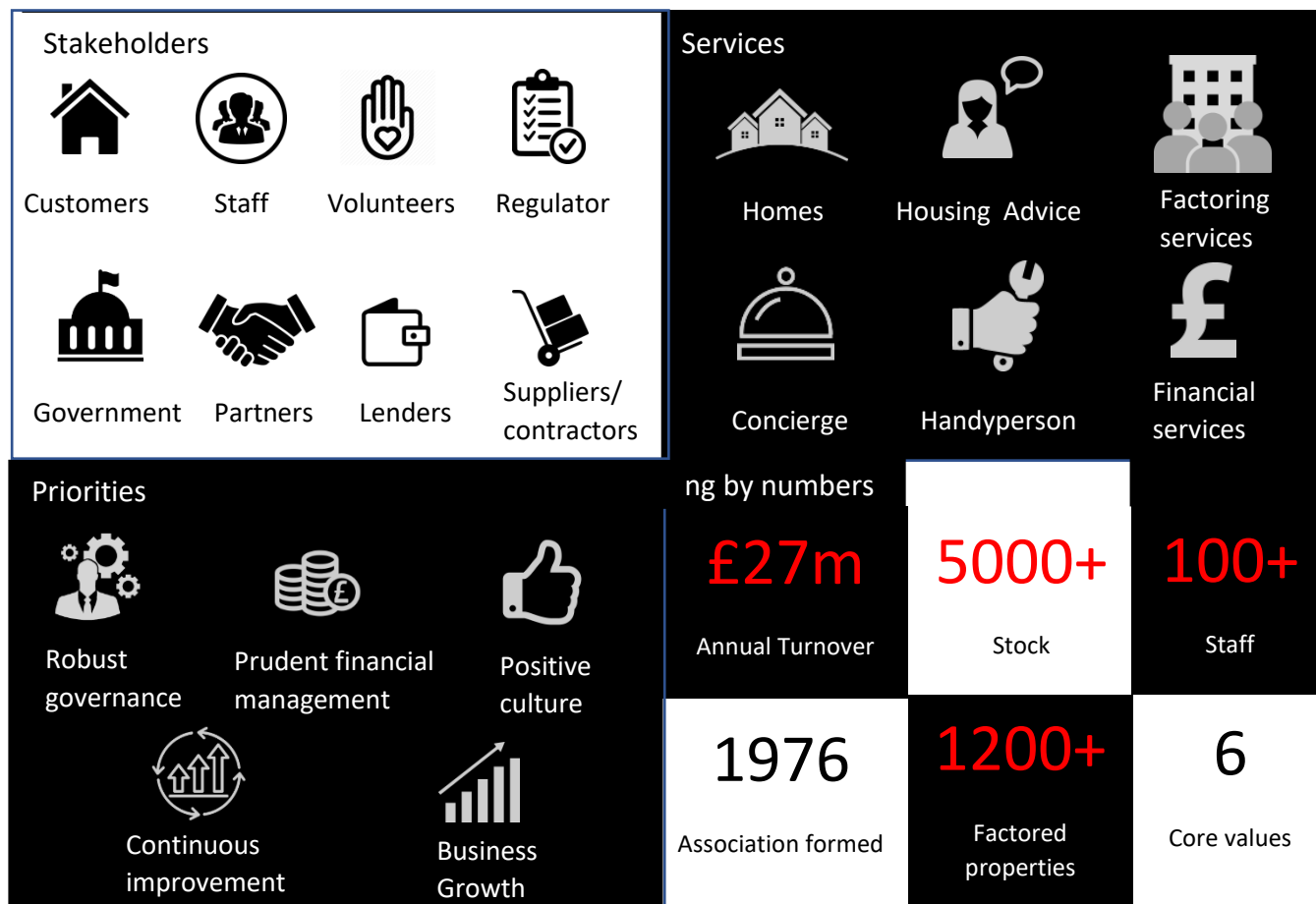


Our Values

- ⇒ 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

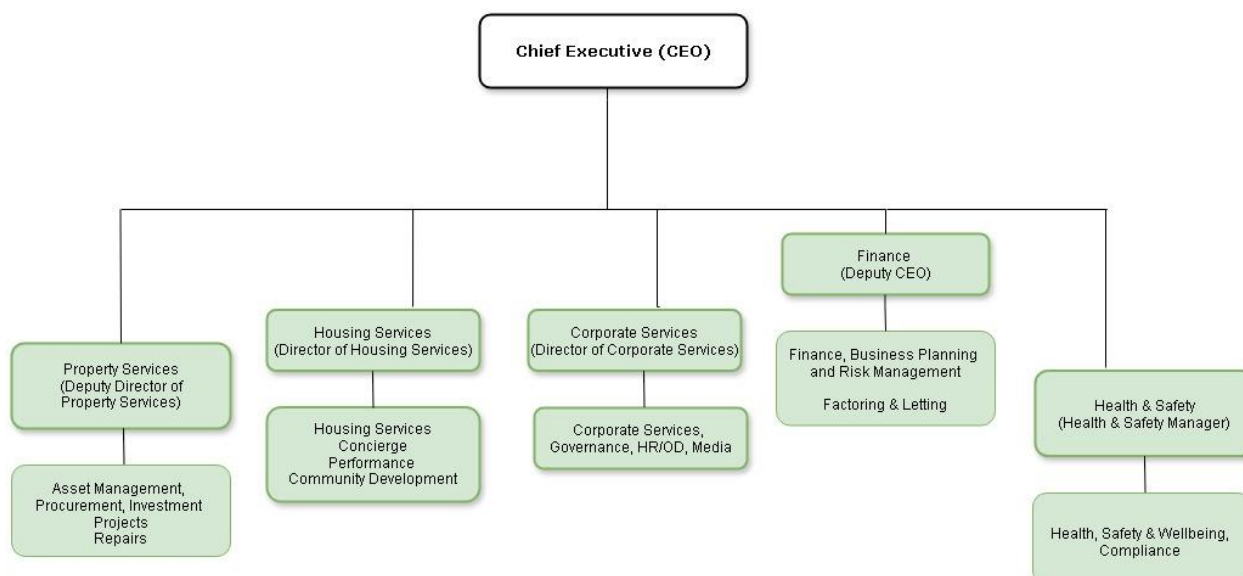


ng background



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.



Senior Performance Officer

Salary: EVH Grade 8 (PA28-PA31) £48,597 - £52,578 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 Senior Performance Officer provide the critical link between the Performance Manager and Performance team with direct line management responsibilities for the Performance Analyst. The Senior Performance Officer will also have line management responsibilities for the Performance Admin team in the absence of the Performance Manager.

The key purpose of this role is to assist the Performance Manager on the collation and analysis of data to support the operational and strategic decision making of the association.

Candidates will have proven experience of collating and analysing data with experience of visualisation tools such as Power BI. Previous experience of effectively monitoring performance against targets along with developing performance frameworks would be advantageous.

The successful candidate will have excellent IT skills with expert knowledge of Microsoft packages. The ability to plan, prioritise and deliver to tight conflicting timescales along with effective communication skills 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: Senior Performance Officer.

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 Friday 31 October 2025 at 12 noon. Interviews will be held week commencing 17 November 2025.

Applications received after this date will not be considered.

Please note that we do not accept CV.

Job Profile/Person Specification



Job Details			
Job Title:	Senior Performance Officer	Grade:	EVH Professional & Administrative Grade 8 (PA28-31)
Department:	Performance	Reporting To:	Performance Manager
Date Completed:	October 2025		
Job Summary			
The Senior Performance Officer role will provide the critical link between the Performance Manager and Performance team with direct line management responsibilities for the Performance Analyst. The Senior Performance Officer will also have line management responsibilities for the Performance Admin team in the absence of the Performance Manager. The key purpose of this role is to assist the Performance Manager on the collation and analysis of data to support the operational and strategic decision making of the association.			
Main Duties of the Post			
The main activities of the post include: Leadership • Assist with the supervision and support of the Performance team, providing cover for the Performance Manager in their absence. • Direct line management responsibility of the Performance Analyst to include completion of check-ins to identify and address areas of development and support ensuring communication with Performance Manager to inform wider team development plans. • Promote awareness of the ng homes objectives and values and ensure all activities integrate with these objectives. • Escalate any organisational persistent performance issues which may arise to the Performance Manager. • Administer policies in relation to annual leave, flexi, TOIL, sickness and absence management. Performance Management • Work with the Performance Manager to ensure that the organisation is compliant with all regulatory reporting requirements and that these are reported in an accurate and timely manner in the correct format. • Produce reports and analyse information in order to comply with the statutory and non statutory reporting needs, this includes regulatory information required by the Scottish Housing Regulator and other relevant Government departments. • Work with the Performance Manager to identify opportunities to improve performance through analysis of statistical information on team and individual performance to explore and implement new ways of working to drive improvement.			

- Liaise with colleagues to obtain accurate information for data returns as required.
- Work with the Performance Manager to develop performance frameworks and analytical insight to track the impact and outcomes of service delivery on tenants and residents.
- Assist in the development, management and reporting from performance management systems. This includes utilising and identifying new technology to support service delivery.
- Work with the Performance Manager to complete a benchmarking exercise on an annual basis.
- Provide analysis of data in comparison with peers.
- Work with the Performance Analyst and co-ordinate the collection and analysis of all customer complaints, compliments and survey information and identify learning points to improve organisational service delivery.
- Provide performance information for the Association's Landlord Report in accordance with the SHR's requirements.
- Keep up to date and well informed of the relevant statutory performance management frameworks, monitoring any upcoming changes to legislation and best practice and analyse the impact this will have on the organisation.
- Take part in internal and external audits as required.

Governance and Finance

- Compliance with and implementation of ng homes financial regulations and governance policies.
- Be responsible for the security and protection of the Association's information and to maintain the utmost confidentiality of customers' details at all times in line with ng homes Data Protection policy.
- Assist with compiling and presenting reports to the Board and Committee groups on the associations activities as required.

Equality, Diversity & Inclusion

- Observe and promote Equality, Diversity and Inclusion and person-centred policies at all times.
- Understand the diversity of our customers and potential customers and ensure flexible options of engagement opportunities are accessible to all.
- Contribute to the Association's work in promoting equality and human rights.

Health and Safety

- Ensure adherence to the Association's Health & Safety policies and procedures.
- Assist with the regular review and completion of risk assessments as required.
- Ensure all accidents, incidents and near misses are recorded and action taken as appropriate.

Other

- Undertake appropriate training in order to commit to the continuous personal development within the role.
- Contribute to internal and external working groups as required.
- Undertake any other responsible duties as may be required.

Person Specification		
Category	Essential Criteria	Desirable Criteria
Experience	• Proven experience of collating and analysing data • Experience in data visualisation tools such as Power BI. • Experience and commitment to delivering a high quality customer service. • Track record of working in a highly regulated sector/environment.	• Experience of supervising or managing a team. • Experience of effectively monitoring performance against targets. • Experience developing performance frameworks. • Experience of working in a Housing Association or other similar. • Experience in project management.
Skills and Abilities	• Strong organisation and coordination skills. • Ability to adapt to reactive situations. • Ability to work under pressure and meet deadlines. • Ability to work collaboratively. • Critical thinking and problem solving skills. • Excellent IT skills and expert knowledge of Microsoft Packages. • Excellent communication skills. • Data cleansing skills i.e skills in handling missing values, outliers and inconsistencies. • Ability to plan, prioritise and deliver to tight conflicting timescales.	
Qualifications and Knowledge	• Understanding of the sectors business context and objectives. • Understanding of the sector's regulatory and compliance obligations.	• Understanding of data analytics concepts, such as Big Data and Microsoft Fabric. • Relevant IT qualification.
Personal Qualities	• Organised. • Reliable. • Self motivated. • Approachable. • Solution focused.	

	• Ability to work on own and as part of a team.	
Other Requirements	• Ability to work out of hours when necessary.	



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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INVESTORS IN PEOPLE
We invest in people Gold
INVESTORS IN PEOPLE
We invest in wellbeing Gold



ng homes is the trading name of North Glasgow Housing Association Ltd.
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