ng homes Recruitment Pack

Voids Manager (Part-time)



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.

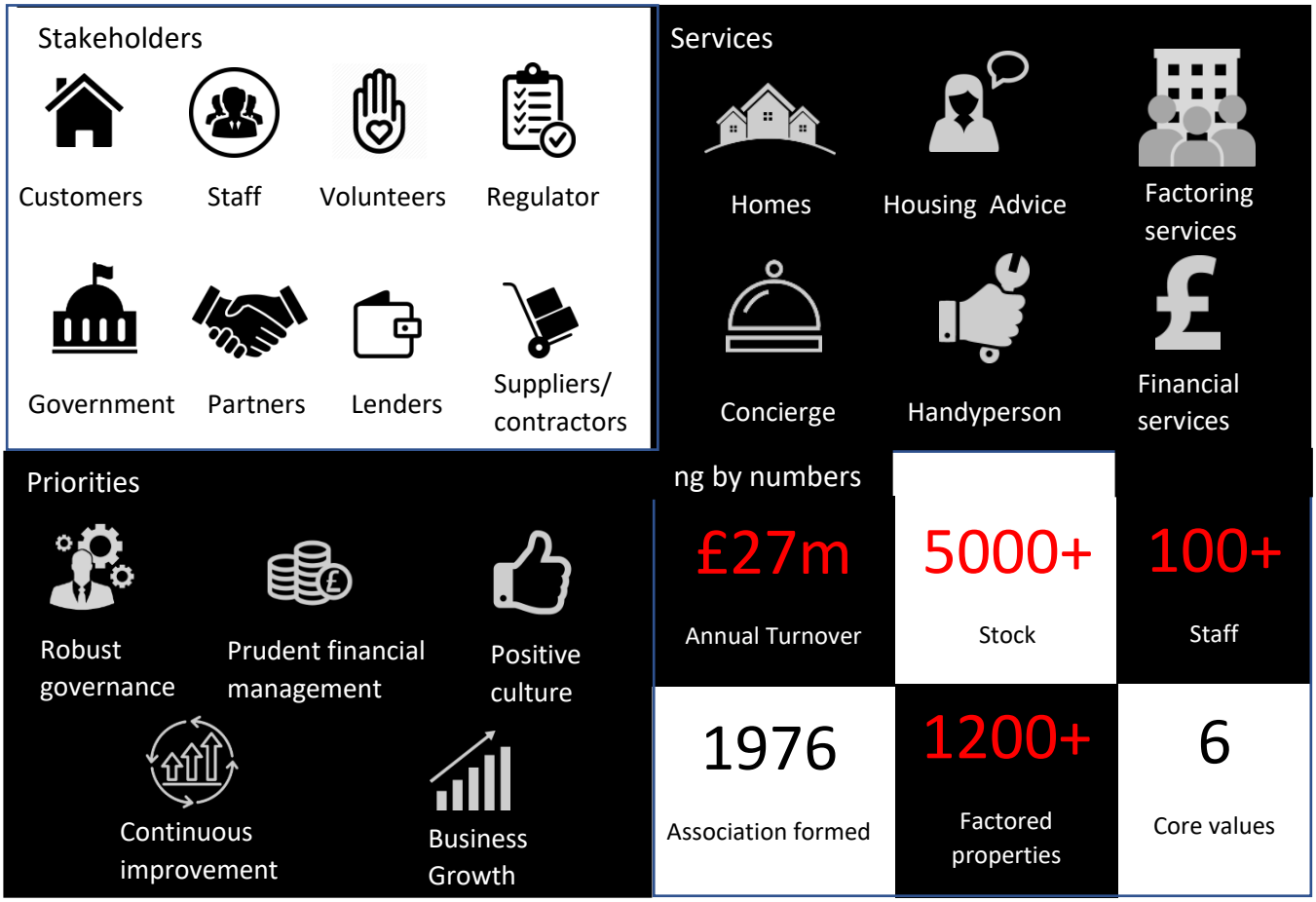
By joining ng homes, you will be a part of an Association that puts local people first and which aims to play a pioneering role in the future of Scottish Social Housing. As a team, we are dedicated to this cause.



Our Values

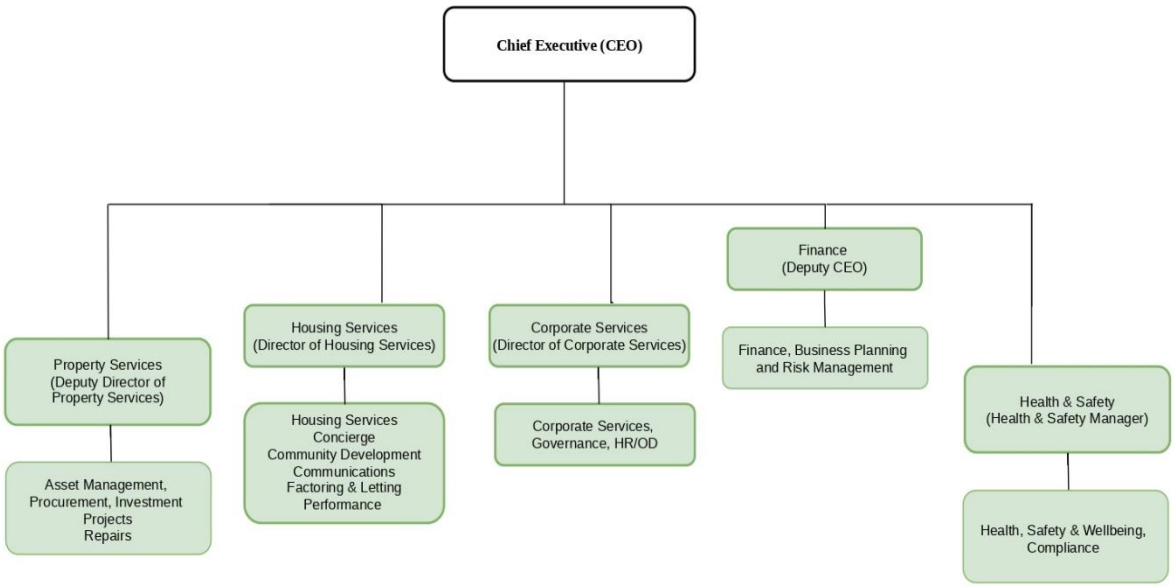
- ⇒ We are a quality organisation delivering excellence
- ⇒ We act with integrity
- ⇒ We are friendly and treat people with respect
- ⇒ We are customer focused and put the customer first
- ⇒ We are trusted and trusting
- ⇒ We are accountable

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: **Voids Manager**
Contract: **Permanent**
Hours: **21 Hours per week, 3 days per week**
Grade: **EVH Grade 9 SM5-SM7**
Salary: **£62,974 - £66,507 per annum, pro rata**
(actual salary £37,784.40 - £39,904.20, per annum)
Benefits: **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 Voids Manager who will be responsible for the overall management and delivery of the Association's voids service, ensuring that empty properties are inspected, repaired and returned to Housing Services within the timescales agreed in the Void Service Level Agreement (SLA). The role will involve monitoring performance, resolving delays, maintaining property standards and improving the efficiency of the voids process.

The Voids Manager will manage the Voids Coordinator and oversee ng2 Ltd and other contractors, ensuring that works are completed to the required standard and within agreed timescales.

The Voids Manager will have experience of coordinating contractors and monitoring work against agreed timescales, along with the ability to manage competing demands and resolve operational problems. A Building Services, construction or housing-related qualification and knowledge of health and safety legislation, building regulations and CDM requirements 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 an application pack.

Completed application forms can be returned by email to hr@nghomes.net with the subject heading: Voids Manager.

If you are returning your application by post please send to: Marion Gallacher, Corporate Services Assistant, ng homes, Bill Rossine House, 51 Reidhouse Street, Springburn, Glasgow G21 4LS.

The closing date for receipt of completed applications is 12 noon on Friday 4 December 2026. Applications received after this date/time will not be considered. Please note that we do not accept CV.

We acknowledge that AI can support applications, but we ask that yours reflects your true self. By applying, you confirm that all information is accurate and represents your own knowledge, skills and experience.

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

Job Profile/Person Specification

Job Details			
Job Title:	**Voids Manager**	**Grade: 9**	**EVH Senior Management Grade 9 (SM5-SM7)**
Department:	**Property Services**	**Reporting To:**	**Project Manager**
Date Completed:	**November 2026**		

Job Summary

The Voids Manager will be responsible for the overall management and delivery of the Association's voids service, ensuring that empty properties are inspected, repaired and returned to Housing Services within the timescales agreed in the Void Service Level Agreement (SLA). The role will involve monitoring performance, resolving delays, maintaining property standards and improving the efficiency of the voids process.

Main Duties of the Post

Management of the Voids Service

- Assume overall responsibility for managing the voids process from notification of a property becoming vacant through to completion and handover.
- Ensure all properties are progressed in line with the agreed SLA.
- Manage the Voids Coordinator allocating workloads and setting priorities with particular attention to compliance matters including asbestos management
- Monitor all outstanding voids and take action to prevent delays.
- Ensure effective communication between Housing Services, Property Services staff and contractors.

Staff and Contractor Management

- Provide direction, guidance and support to the Voids Coordinator
- Take part in check-ins to discuss Health, Wellbeing and Performance with Voids Coordinator.
- Oversee ng2 Ltd and other contractors to ensure works are completed to the required standard and within agreed timescales.
- Monitor contractor performance and address delays, poor workmanship and incomplete works.
- Work alongside the Project Manager /Contract Administrator and Principal Designer where required.
- Ensure additional works and variations are properly assessed and authorised.

Property Standards and Quality Control

- Ensure appropriate pre-inspections and post-inspections are undertaken timeously by the Void Coordinator and assist where required.
- Ensure properties meet the required letting standards, including SHQS and EESSH requirements where applicable.
- Ensure completed works are checked and outstanding defects are addressed before handover.

- Ensure relevant safety certificates and documentation are obtained and recorded, including asbestos surveys, EICRs and CP12 certificates.

Performance and Service Delivery

- Monitor void turnaround times and ensure SLA targets are achieved.
- Maintain accurate information on void numbers, progress and outstanding works.
- Identify reasons for delays and introduce improvements to the process.
- Produce regular performance reports for the Project Manager and senior management.
- Identify opportunities to improve efficiency, reduce repeat visits and improve the service to incoming tenants.

Financial Monitoring and Control

- Ensure works are properly specified and provide value for money.
- Check that variations and additional works are appropriately authorised.
- Ensure contractor invoices are checked against completed and authorised works.
- Monitor individual void property costs and identify unnecessary expenditure
- Comply with the Association's Financial Regulations and the delegated authority limits.

General Responsibilities

- Work closely with Housing Services, repairs staff and our ng2 subsidiary to ensure the effective operation of the voids service.
- Maintain good working relationships with contractors, consultants and colleagues.
- Attend meetings and provide information on voids performance as required.
- Comply with all Association policies and procedures.
- Undertake any other reasonable duties appropriate to the responsibilities of the post.

Person Specification

Category	Essential Criteria	Desirable Criteria
Experience	• Experience of supervising or managing staff. • Experience of coordinating contractors and monitoring work against agreed timescales.	• Management experience within housing, property maintenance or construction. • Experience working within a Housing Association or similar organisation.
Skills and Abilities	• Good communication and relationship-building skills. • Good organisational and problem-solving skills. • Good IT skills, including Word, Excel, HomeMaster, Capita or similar management systems. • Ability to allocate work, set priorities and monitor performance. • Ability to manage a busy works programme and achieve agreed targets.	• Ability to manage a busy voids service and achieve agreed targets.

	• Ability to manage staff, prioritise and organise workloads. • Ability to manage contractors and address performance issues. • Ability to manage competing demands and resolve operational problems. • Ability to lead and motivate staff and encourage a positive working environment.	
Qualifications and Knowledge	• Building Services, construction or housing-related qualification. • Asbestos Awareness Qualification. • Asbestos Duty to Manage Qualification. • knowledge of building construction, repairs & maintenance. • Knowledge of health and safety legislation, building regulations and CDM requirements. • Knowledge of Control of Asbestos Regulations 2012. • Knowledge of Health and Safety at Work etc, Act 1974.	• Knowledge of Housing Association policies and procedures. • Knowledge of SHQS and EESSH.
Personal Qualities	• Reliable and self-motivated. • Confident, approachable and enthusiastic. • Good communication and interpersonal skills. • Able to work on own initiative and make decisions. • Positive attitude towards teamwork and supporting colleagues. • Able to work under pressure and adapt to changing demands.	
Other Requirements	• Committed to providing a high standard of customer service. • Flexible approach to work and changing priorities.	• Flexibility to work out with normal office hours if required.

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).

	Tick
1. The form should be typed or completed in black ink or black ball-point pen for photocopying purposes.	❑
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.
This document is available in other formats.