

NEW GORBALS

HOUSING ASSOCIATION

Recruitment Pack

Post: FACTORING ASSISTANT



200 Crown Street, G5 9AY



0141 429 3900



recruitment@newgorbalsha.org.uk

Application Pack

Thank you for expressing an interest in New Gorbals Housing Association.

This recruitment pack will explain who we are along with providing you with all the necessary information to assist you in applying for the post with confidence.

New Gorbals Housing Association is committed to the promotion of equal opportunities in employment, 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.

If you have any questions or would like further information about the post, please do not hesitate to contact Gillian Cameron, Factoring Manager on 0141 429 3900 for a confidential chat.

Finally, further information is available on our [website](#) including our most recent Annual and Performance Reports and Business Plan.

Application & Key dates

Applications forms can be downloaded from our website:

<https://www.newgorbalsha.org.uk/vacancies>

If you require the application in a different format, please contact us.

Closing Date	Monday 25 th August 2025 at 12 noon
Interview Date	Thursday 4 th September 2025

Completed applications should be submitted to: recruitment@newgorbalsha.org.uk

Please note you will receive an acknowledgement to your application form within 24 hours of receipt. If you have a disability which you feel may affect your performance at any stage in the recruitment and selection process, please contact us by email at:

recruitment@newgorbalsha.org.uk

Good luck with your application, we look forward to receiving it.

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BACKGROUND

New Gorbals Housing Association (NGHA) is a dynamic community-controlled Housing Association established in 1989 by a group of local residents.

Over the last decades, steered by our Management Committee, and working in partnership with a wide range of organisations, NGHA has transformed the Gorbals through the creative and innovative delivery of the best possible housing, environment and services. We now own and manage 2,600 homes for rent and factor over 1,900 owners' homes. Social Housing Grant is also committed for, at least, a further 400 homes for social rent.

Our Management Committee is the strategic and governing body at NGHA and is made up of people living in the Gorbals who have a strong vision of how they want the Association to operate. Their vision is reflected in our aims and values:

Our Key Aims

Central to all aspects of our work are our key aims:

- To provide the highest possible quality housing, environment and services to all of our customers.
- To maximise our contribution to the overall regeneration of the Gorbals, addressing wherever possible the needs of those in the community who are disadvantaged.

Our Strategic Objectives

Our core values are reflected in how we deliver our service. These are:

- Completing the physical regeneration of the Gorbals
- Keeping rents affordable, and supporting our tenants in dealing with welfare cuts and the high cost of energy
- Providing high quality, value for money services, and managing our assets effectively
- Strengthening our engagement and communication with tenants and the wider community
- Making Gorbals a Thriving Place
- Ensuring that we are a cost effective and well managed organisation, achieving high standards of governance and of financial probity and competence.

NGHA now employs its own Welfare Rights, Communications, and Community Engagement staff who work alongside colleagues in our core service areas of Housing Management, Maintenance, Development, and Finance and Administration. There are now 60 office -based staff, and approximately 50 tradespeople and operatives in our own repair, landscaping and gas servicing teams.

JOB PROFILE & PERSON SPECIFICATION

Job Details

Job Title	Factoring Assistant	Service Area	Housing Services
Based	200 Crown Street, Gorbals, Glasgow, G5 9AY - some hybrid working is available	Hours of work	35 hours per week
Report to	Factoring Manager	Responsible for	-
Grade	EVH Grade 5 (PA13 – PA16): £30,250 - £33,617	Date completed	November 2024

Job Summary

As a Factoring Assistant at New Gorbals HA you will support the association in our delivery of services to our factored owners and other non- SST tenures within the community. You will be the first point of contact for customers in relation to the numerous and complex issues that arise through the delivery of this service and provide significant administrative support.

You will further be expected to work collaboratively with colleagues, teams and external agencies to deliver positive outcomes for our community, as well as contribute constructively to the association's business improvement and overall performance.

Behaviours & Competencies

We want our Factoring Assistant to be able to demonstrate the following behaviours and competencies:

- Put customers at the heart of everything we do.
- Excellent communications both written and oral and interpersonal skills.
- Self-aware and self-motivated.
- Find good solutions for owners, colleagues and other service users.
- Excellent organising ability and time management skills.
- Ability to take responsibility for own learning and continuous improvement.
- Ability to represent the Association in a positive and effective manner.
- Strong IT skills to maximise efficiency in working practices and communications.

JOB PROFILE

- You will be a first point of contact for customers regarding factoring issues by assisting with telephone and email enquiries relating to invoice queries, common repairs, estate issues and any other factoring enquiry, ensuring delivery on all customer commitments and resolve customer issues and complaints.
- You will conduct estate inspections and respond effectively to complaints from owners, liaising with relevant sections to work towards a satisfactory resolution.
- You will communicate with owners, written and verbal in dealing effectively with estate management and repairs issues.
- Assist in producing quarterly factoring invoices for customers, ensuring that they are issued on time and with the correct charges to each customer. Answer invoice queries and process customers' payments.
- Liaise with Solicitors in relation to property changes for owners.
- Assist with processing changes of ownership including preparation of final invoice to seller of property and issuing required paperwork to new customer purchasing property. Ensuring that all changes are recorded accurately on the IT system.
- Post factoring payments and adjustments.
- Set up new and amend direct debits for owners.
- Ensure timely renewal of customers' direct debits.
- Set up and order new owners payment cards.
- Order replacement payment cards.
- Provide administrative support to the factoring team.
- Provide cover as directed to ensure continuity of service delivery.
- Assist with the collation of statistics for factoring reports
- Assist with the collation of information for newsletters and website.
- Attend such training courses, seminars, conferences and other learning and development events as NGHHA may require.
- Ensuring all scanning and filing is carried out in a timely manner and where applicable attached to the relevant owner file.
- You will aid, support and signpost customers towards engaging digitally with NGHHA.
- You will ensure compliance with professional, regulatory, statutory and corporate requirements.
- You will, on an ongoing basis, manage the administrative paperwork associated with the post
- You are expected to carry out your role ethically and with integrity.
- You will contribute to the team and its continuous improvement.
- Carry out any other relevant duty as required by the Factoring Manager or Head of Housing Services.

PERSON SPECIFICATION			
1.	EDUCATION/QUALIFICATIONS	ESSENTIAL	DESIRABLE
1.1	Educated/HNC level		**
1.2	The Property Institute or other qualification in factoring		**
2.	SKILLS, KNOWLEDGE AND EXPERIENCE	ESSENTIAL	DESIRABLE
2.1	Previous experience in working within a Social Registered Landlord.		**
2.2	Previous experience in working within a factoring environment and knowledge of factoring legislation in Scotland.		**
2.3	Experience of working in a customer care environment with a proven track record in dealing with the public face to face and on the telephone.	**	
2.4	Excellent interpersonal skills and a customer centred approach, flexible, confident and assertive manner	**	
2.5	Ability to work under pressure	**	
2.6	Ability to work well as part of a team	**	
2.7	Ability to maintain accurate, up to date and complete records	**	
2.8	Ability to work using own initiative and with minimum of supervision.	**	
2.9	Excellent organisational and administrative skills in particular to record keeping	**	
2.10	Excellent IT skills with a working knowledge of Microsoft word, excel and mail merge	**	
2.11	Experience of using Homemaster software		**
2.12	Ability to meet targets and deadline in accordance with set procedures and policies	**	
2.13	Excellent communication skills (written and verbal)	**	
2.14	Ability to demonstrate a proactive approach to problem solving	**	
2.15	Ability to liaise effectively and work in partnership across teams and with external customers	**	
2.16	Strong analytical skills with the ability to interpret and present data effectively	**	

Summary of Principle Terms and Conditions of Employment

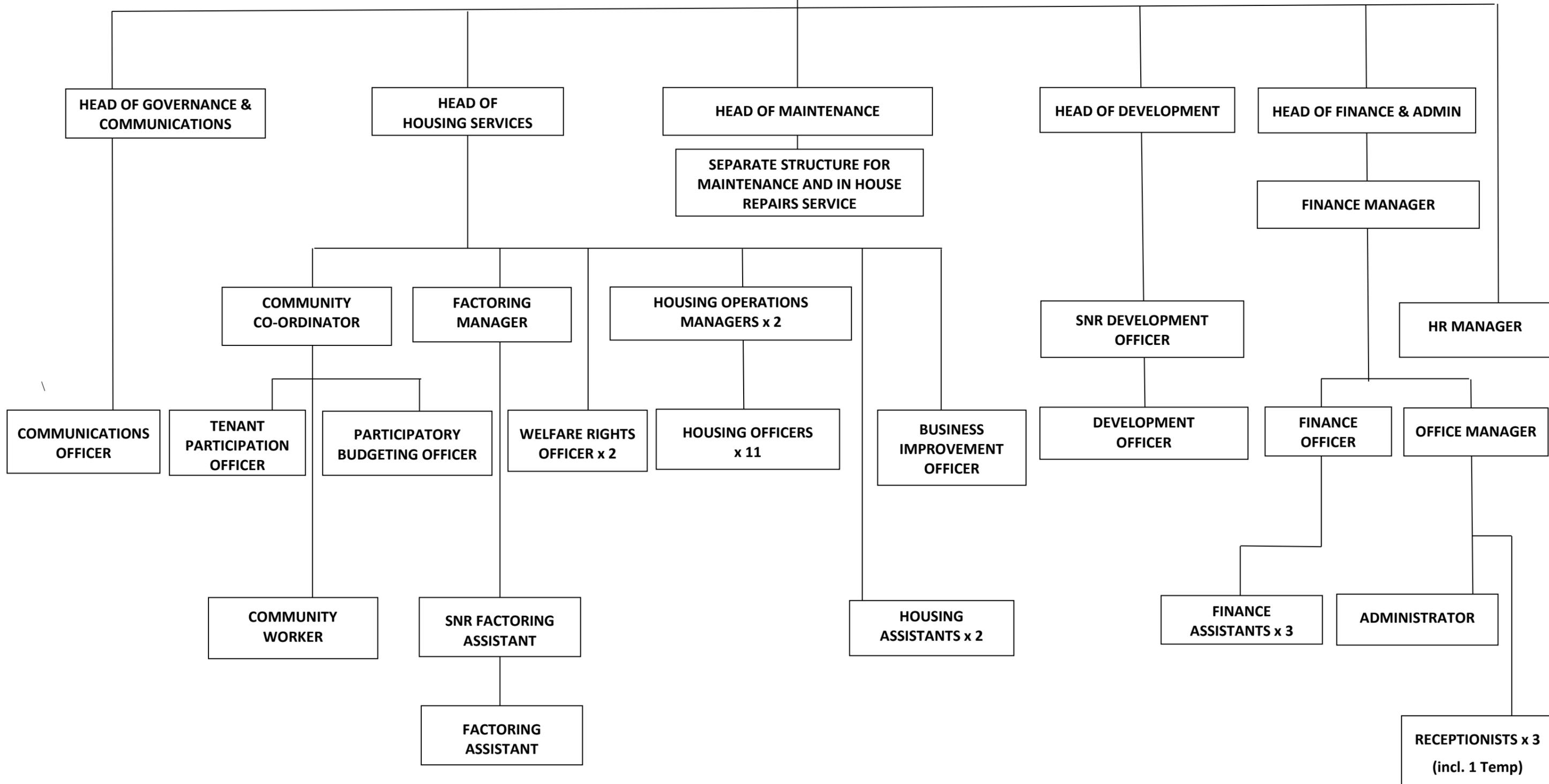
New Gorbals Housing Association are full members of Employers in Voluntary Housing (EVH Ltd). This summary is for guidance and will not form part of the contract of employment.

Post	Factoring Assistant
Contract Type	Permanent
Salary Scale	Grade 5, Spinal Points PA13 to PA16 (£30,250 to £33,617)
Location	New Gorbals Housing Association, 200 Crown Street, G5 9AY
Hours of Work	Monday to Friday – 35 hours per week Hybrid working arrangements will be considered, with a minimum of 4 days per week required in the office.
Annual Leave	25 days Annual Leave year runs from 1 st April to 31 st March
Public Holidays	15 days
Pension	Auto-enrolment to join the defined contribution scheme within the Scottish Housing Associations Pension Scheme (SHAPS).
Sickness Entitlement	Occupational Sick pay rising to 26 weeks full pay and 26 weeks half pay based on length of service.
Notice Period	4 weeks

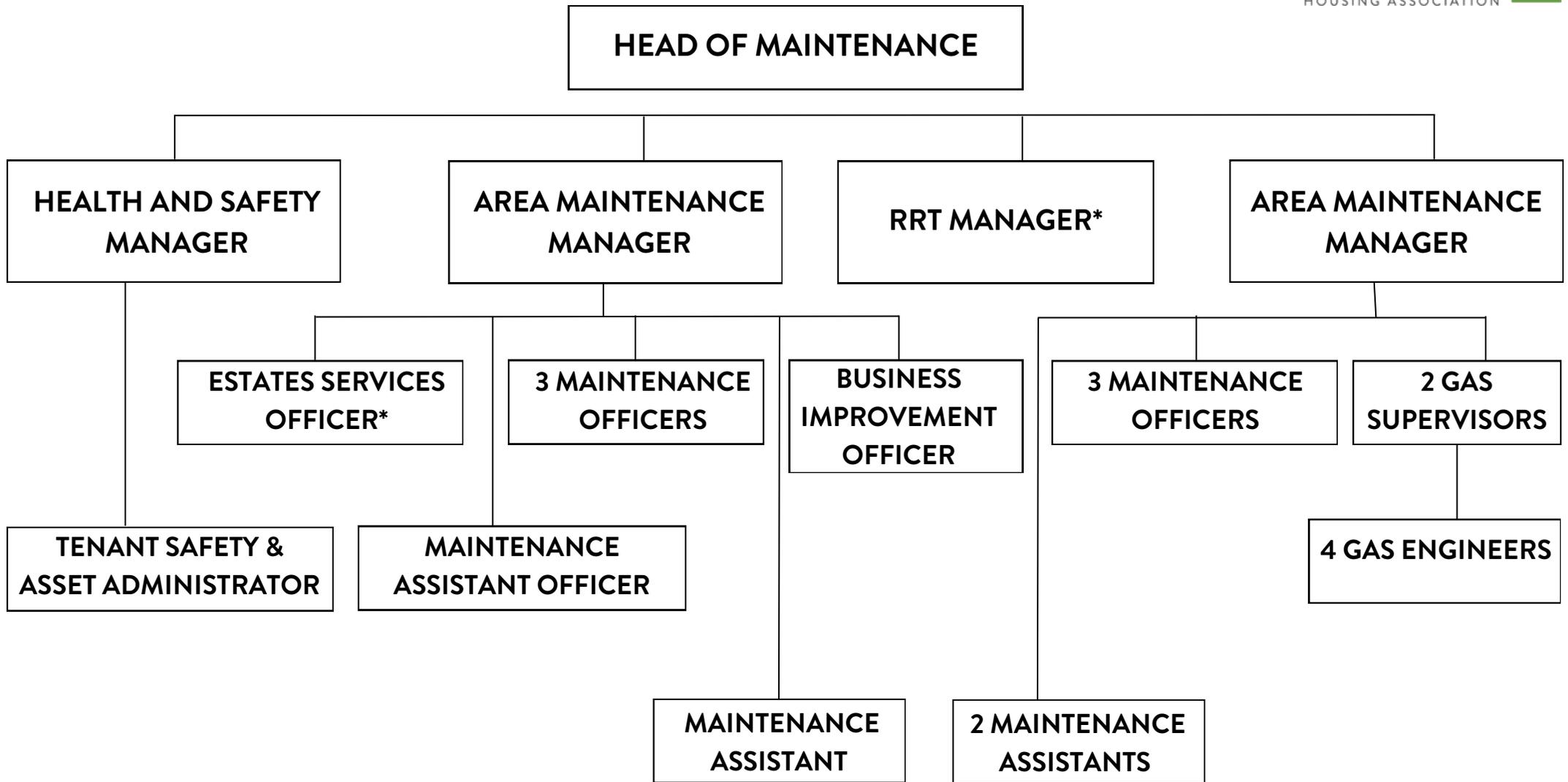
Please note all offers of appointment are subject to satisfactory references, proof of eligibility to work in the UK, proof of qualifications and a Disclosure check, if applicable.

STAFF STRUCTURE

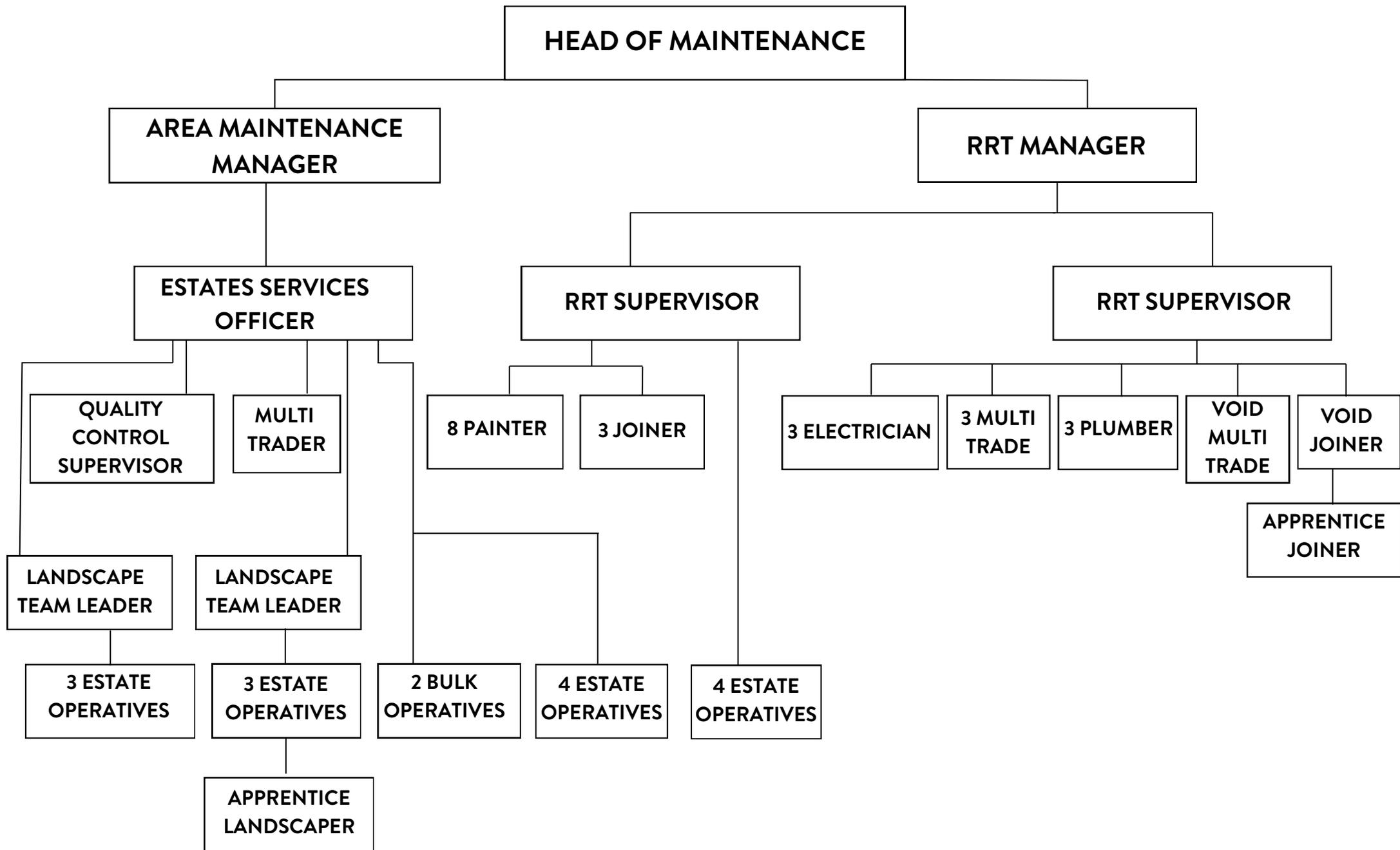
DIRECTOR



MAINTENANCE STAFF STRUCTURE



*PLEASE SEE OVERLEAF FOR FULL ESTATES AND RRT STRUCTURE



Guidance Notes on completing the application form

We advise that you read these notes carefully as they are there to help you make the best of your application.

1. Preferably, applications should be completed online and if in writing then it should be completed with black ink.
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 someone who knows you sufficiently well to confirm the information you have given and to comment on your ability to do the job.
4. The enclosed Person Specification lists the essential requirements for this post. When short listing for interview, the selection panel will only 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, knowledge and skills. Neither is it enough for you just to state that you meet the requirements; we would like you to demonstrate this to the panel. Work, paid or voluntary, is not the only means of showing 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 detail.
7. If you are related to any members of staff, management committee member, consultants, contractors or suppliers to the Association – this should be clearly shown on the relevant part of the form. This will not necessarily be detrimental to your application.
8. All personal details will be removed, and applications are anonymised for the shortlisting process.
9. The equal opportunities monitoring information is kept separately and does not form part of the selection process.
10. All candidates invited to interview will be required to complete a criminal conviction declaration under the Rehabilitation of Offenders Act 1974. Positions are subject to the declaration being completed.

Privacy Information Notice for Job Applicants

This 'privacy notice' explains what personal information New Gorbals Housing Association collects and holds about you in your application. This is to manage the recruitment process, to assess your suitability for employment and, for successful applicants, to enter into a contract of employment.

The information you give us will not be shared with any other organisation, except where they are party to the recruitment process, for example, to obtain references, or to check your right to work in the UK.

New Gorbals Housing Association is a Scottish Charity (Scottish Charity Number SCO41164), a registered society under the Co-operative and Community Benefit Societies Act 2014 with Registered Number 2309r(s), and a Registered Office at 200 Crown Street, Glasgow G5 9AY. The Association takes the issue of security and data protection very seriously and strictly adheres to guidelines published in the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR).

We are notified as a Data Controller with the Office of the Information Commissioner under registration number Z5177185 and we are the data controller of any personal data that you provide to us.

Our Data Protection Officer is Amanda Irwin. Any questions relating to this notice and our privacy practices should be sent to the Data Protection Officer.

'Personal information' refers to any piece of information that can identify you, i.e. would make it clear to others that the information is about you. It can be a single piece of information, such as your name or address.

If you are successful in your application, the information you provide will form the basis of your employee record and you will also be provided with the Association's Staff Privacy Notice.

We collect and use your personal information for a number of purposes. This includes contacting you about an interview or to provide any assistance required in support of your application for employment.

The table describes the information we hold and what we need it for. It also explains the basis we can legally rely on to request and retain information about you. In the main, the legal basis will be described as 'to meet our legitimate interests in processing your application for employment' or 'to enter into a contract of employment with you if your application is successful'.

We may get information from you or from organisations such as: HM Revenue and Customs, UK Visas and Immigration or Disclosure Scotland.

We will keep your personal data for no longer than is necessary. More detail on how long we keep different types of information can be found in the Association's document retention schedule. You can request a copy of this from our office.

We will only share your data with third parties if we are required to do so by law, if you ask us to do so, or if we are contractually obliged to do so. These third parties are listed on page 7. We do not use profiling or automated decision-making processes. This means that people are involved in every decision made about you.

Information NGHA holds	What we need it for	Why we process it i.e. the legal basis
<p>Your title, name, address, personal email address, telephone number(s).</p>	<p>To send you information about us.</p> <p>To enable us to enter into and administer your application for employment.</p>	<p>To meet our legitimate interests in processing your application for employment.</p>
<p>References received from a third party.</p> <p>The Association assumes that you have checked with individuals that you may share their contact details.</p>	<p>To support the Association in making appointment or promotion decisions about you.</p>	<p>To enter into a contract of employment with you if your application is successful.</p>
<p>Your signature.</p>	<p>To declare that the information given in support of your application is true and complete.</p>	<p>To meet our legitimate interests in processing your application for employment.</p> <p>To enter into a contract of employment with you if your application is successful.</p>

Information NGHA holds	What we need it for	Why we process it i.e. the legal basis
<p>Details of your qualifications, training and skills.</p>	<p>To keep supporting evidence for your application for employment.</p>	<p>To meet our legitimate interests in processing your application for employment.</p> <p>To enter into a contract of employment with you if your application is successful.</p>
<p>Details of your employment history, including name and address of current and previous employers, current and previous position(s) held, current salary, reason for leaving, main duties, start and end dates.</p>	<p>To keep a record of your employment history.</p>	<p>To meet our legitimate interests in processing your application for employment.</p> <p>To enter into a contract of employment with you if your application is successful.</p>
<p>Documentation confirming your right to work in the UK.</p>	<p>To check you are legally entitled to work in the UK.</p>	<p>To enter into a contract of employment with you if your application is successful.</p>

Information NGHA holds	What we need it for	Why we process it i.e. the legal basis
<p>A copy of your Driving Licence or any other driving qualification required Applies only where driving at/for work and/or a specific license/qualification is necessary for your role.</p>	<p>To ensure you hold the licence(s) necessary to drive. To ensure your health and safety and the safety of others.</p>	<p>To enter into a contract of employment with you if your application is successful.</p>
<p>Information on your gender*, disability status*, ethnic origin*, religion*, sexual orientation* and age.</p>	<p>For equal opportunities monitoring.</p>	<p>To comply with legal obligations (Specific condition: To enable the Association to carry out its obligations to monitor equal opportunities).</p>

Data marked* is classed as a “special category” of personal information. Data marked # might disclose a “special category”. The Association must have both a legal basis and a specific condition to process “special category” personal information.

New Gorbals Housing Association may share your data with the following third parties:

- HM Revenue and Customs
- UK Visas and Immigration
- Grant providers and other prospective and actual funders
- Health and Safety Executive
- Police and other law enforcement agencies
- Insurance providers
- Professional or statutory regulatory bodies
- Training providers
- Any joint employers or employers you are seconded/transferred to
- Auditors
- Organisations with whom we participate in benchmarking surveys (published information will always be aggregated and anonymised)
- External organisations or individuals providing references
- External referees where you have applied for promotion and the promotion process requires external references
- Third party suppliers of systems or products
- Individuals who exercise their legal right to access recorded information held by the Association under information legislation, particularly the Freedom of Information (Scotland) Act 2002 and data protection law (General Data Protection Regulation(GDPR) and Data Protection Act 2018). The Association will normally only disclose work-related or professional information about its members of staff and will inform or consult any members of staff concerned where disclosure would not reasonably be expected.

Contact

New Gorbals Housing Association

200 Crown Street

Gorbals

Glasgow

G5 9AY

Call 0141 429 3900

Email admin@newgorbalsha.org.uk

Visit www.newgorbalsha.org.uk

New Gorbals Housing Association is a charity registered in Scotland - SCO41164.
Register of Friendly Societies No.2309 RS Scottish Housing Regulator No. HAL 211

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