

Receptionist Recruitment Pack



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About Us

New Gorbals Housing Association was established in 1989 by a committee of local people with a shared vision: to create new, high-quality homes in the Gorbals community.

Since then, through an ambitious programme of new-build developments and the acquisition of homes from Glasgow Housing Association and Scottish Homes, the Association has grown to manage over 2,500 homes for social rent in the Gorbals.

Today, we are the main provider of social housing in the Gorbals. Beyond this core responsibility we also provide factoring services to over 1,800 privately owned homes across the Gorbals, a number we expect to grow over the next five years.

Through our subsidiary, New Gorbals Property Management (NGPM), we also manage 63 mid-market properties which provide additional affordable housing options in our community.

We employ 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. We have 60 office-based staff, and approximately 50 tradespeople and operatives in our own repair, landscaping and gas servicing teams.

Our Vision

To provide the highest possible quality housing environment and services to all our customers whilst maximising our contribution to the overall regeneration of the Gorbals and addressing, where possible, the needs of this in the community who experience disadvantage.

Our vision and values are at the heart of everything we do. They guide our business decisions, shape our organisational culture, and define how we work with our community. We prioritise community empowerment, delivering high standards of service, and acting with social responsibility. These values drive us to provide exceptional housing and services while playing an active role in the regeneration and well-being of the Gorbals.

Our Values

- To be representative of, and accountable to, the Gorbals community.
- To be accessible and equitable treating every individual with courtesy and respect.
- To be innovative and creative, delivering the best possible outcomes for our community.
- To be focused on delivery customer-centric services which are collaboratively designed.

JOB PROFILE & PERSON SPECIFICATION

Job Details

Job Title	Receptionist	Service Area	Finance & Administration
Based	200 Crown Street, Gorbals, Glasgow, G5 9AY	Hours of work	35 hours per week
Report to	Finance Manager	Responsible for	N/A
Grade	EVH Grade 4 (PA9-PA12): £25,755 - £29,124	Date completed	October 2025

Job Summary

As the main Receptionist, you will be responsible for the daily operation of the Association's front facing reception and telephone operations.

You will be based in reception alongside maintenance colleagues, and you will be expected to support the work of each other when reception or telephones are busy in respect of basic maintenance and or housing management enquiries.

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

This post is the main front facing role within the Association and therefore not subject to our Hybrid working policy.

Behaviours & Competencies

- Put customers at the heart of everything we do.
- Remove the barriers that get in the way of delivering excellent customer service.
- Find good solutions for tenants and other service users.
- Highly skilled listener.
- Self-aware and self-motivated.
- Excellent organisational and time management skills.
- Ability to take responsibility for own learning and continuous improvement.
- Strong IT skills to maximise efficiency in working practices and communications.
- Contribute to the Associations values and objectives, always upholding the reputation and public profile of the organisation.
- Adhering to Data Protection principles in dealing with customer information and enquiries.
- Understand and fulfil your responsibilities in respect of Health and Safety and Equalities at all times.

Person Specification

- You will help develop and provide a reception and telephone service to the Associations customers and colleagues, in conjunction with the Office Manager.
- You will be expected to work collaboratively with your maintenance colleagues in reception to provide a seamless service to customers, including logging repairs, where required.
- You will be proactive and lead reception to ensure that there is a consistency of service.
- You will be experienced in the delivery of high-quality administration and reception.
- You will assist other colleagues in basic information sharing with customers.
- You will collaborate with colleagues across the business ensuring our tenants and community is at the centre of any business improvement or policy developments.
- You will be required to manage and develop the majority of your work to a conclusion under your own initiative only referring to the Office Manager when required.
- You will be required to support finance staff with rent postings, when required.
- You will aid, support and signpost customers towards engaging digitally with NGHHA.
- You will contribute and support the Associations compliance, regulatory, statutory, and corporate requirements.
- You will conduct your role ethically and with integrity.
- You will contribute to the team and its continuous improvement and attend events as required.

Knowledge & Experience

- Experience of running a high volume, customer focused reception and telephone service.
- Excellent communication skills.
- Experience of difficult conversations with customers.
- Experience in managing and prioritising your workload and time management.
- Experience of administration, typing of documents, mail administration (including use of Micom or similar service).
- Experience of office 365 (word, excel, access, PowerPoint, and MS teams), email and internet communications.
- Demonstrable commitment to continuing professional development.
- Experience of contributing to the performance of a successful team with a focus on delivery and continuous improvement.
- Occasional out of hours working.
- This list of duties is not exhaustive and you may be required to carry other activities requiring similar skill levels.

What we Offer

New Gorbals Housing Association are full members of Employers in Voluntary Housing (EVH Ltd). We offer the following benefits, not all of which form your contract of employment.

Salary Scale	Grade 4 Spinal Points PA9 -PA12 £25,755 - £29,124
Pension	Auto-enrolment to join the defined contribution scheme within the Scottish Housing Associations Pension Scheme (SHAPS) NGHA provide life cover at x 1 your annual salary.
Employee Counselling	Up to 6 session per employee at the cost of the association
Annual Leave	25 days. Our offices close during the festive period therefore you are required to use 2 days annual leave from your holiday allowance to cover this period.
Public Holidays	15 days
Enhanced Family Leave	Our terms and conditions of employment enhance a range of family leave above the statutory minimum.
Special Leave	Covered within our terms and conditions of employment
Sickness Entitlement	Occupational Sick Pay rising to 26 weeks full pay and 26 weeks half pay based on length of service.



How to Apply

We trust that you have found the information in this recruitment pack both useful and informative. If you would like to join our team, and feel that you meet the criteria stipulated in the job profile, please complete the application on our website.

Apply Now 

Key Dates

Closing Date	Monday 27 th October 2025 at 12 noon
Interviews	Early November 2025

Please submit your completed application by the closing date above to:

Recruitment@newgorbalsha.org.uk

Any application forms received after the closing date will not be considered.

All relevant information should be included within the application form as CVs or supplementary information/attachments will not be considered during the shortlisting process.

Should you require any further information on this post, please do not hesitate to contact Lindsey Dinnen, HR Manager on 0141 429 3900 or Lindsey@newgorbalsha.org.uk

We look forward to receiving your application form.



NEW GORBALS

HOUSING ASSOCIATION



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