

Recruitment Pack

Business Improvement Officer
Housing Services



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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	Business Improvement Officer	Service Area	Housing Services
Based	200 Crown Street, Gorbals, Glasgow, G5 9AY - hybrid working available	Hours of work	35 hours per week
Report to	Head of Housing & Operations	Responsible for	-
Grade	EVH Grade 7 (PA22-PA25): (£40,635 - £44,619)	Date completed	December 2025

Job Summary

As a Business Improvement Officer at New Gorbals Housing Association you will play a leading role in the continued implementation and improvement of systems and processes within the Housing Services Team. You will further help deliver innovative solutions that help colleagues and the business achieve its strategic vision.

Finally, you will provide a business analysis service which will support the Housing Services Team and NGHHA to be high performing through data, insights and a continuous improvement culture.

Behaviours & Competencies

- We want our Business Improvement Officer to be able to demonstrate the following behaviours and competencies:
 - Put customers at the heart of everything we do.
 - Remove the barriers that get in the way of delivering excellent customer service for individuals, teams and service users.
 - Find good solutions for tenants, colleagues and other service users.
 - Excellent communication both written and oral and interpersonal skills
 - Work collaboratively with other sections to drive business wide solutions.
 - Self-aware and self-motivated.
 - 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.

Person Specification
Accountabilities
<ul style="list-style-type: none"> • Be an active and effective member of the Housing Services Team and wider organisation, working cross-functionally in a collaborative manner to deliver business goals, projects and priorities. • Support the Housing Services Team to grow and continually develop our internal service design and business analysis capability, and coach and mentor others. • Design, plan, and facilitate workshops, collaborating with customers, colleagues and other users to understand problems/root causes and create solutions. • Engage with users to gather their insights and understand their needs, frustrations, pain points and journeys. • Support the Housing Services Team throughout implementation to ensure adequate support is provided to embed concept into operations and day-to-day practice. • Support the defining, creating, and maintaining of performance information and reports that support the team's objectives. • Support the gathering and analysis of KPI reporting and performance improvement. • Help co-ordinate the Annual Return of the Charter by Housing Services including supporting the ongoing validation of indicators to ensure required standards are met. • Research and benchmark best practice from RSLs and out of sector leaders. • Champion and embed a continuous improvement culture across the Housing Services Team. • Identify, develop and implement new and improved processes. • Review and co-design with colleague's internal processes and procedures to remove non-value adding tasks. • Undertake and manage user research and engagement to uncover known and unknown user needs, insights & underlying motivations. • Aid, support and signpost customers towards engaging digitally with NGHHA. • Provide training and/or guidance on new processes and systems to colleagues, stakeholders and other service users.
Knowledge & Experience
<ul style="list-style-type: none"> • Educated to degree level or demonstrable experience of working in a similar role. • Demonstrable experience with the HomeMaster housing management system, Housing Online and SharePoint or similar systems. • Experience of project management. • Demonstrable commitment to continuing professional development. • Ability to reduce process or issue complexity with clarity of thought to identify the simplest solutions/approaches from a variety of options. • Able to work with autonomy to deliver business priorities and manage workload within a dynamic operating environment. • Understanding of design and delivery of improved services and processes. • Ability to plan and facilitate workshops and meetings to deliver an agreed outcome. • Strong analytical skills with the capability to extensively analyse business processes. • Experience of contributing to the performance of a successful team with a focus on delivery and continuous improvement. • Good verbal, written, and interpersonal communication and influencing skills. • Understanding of relevant legislation relating to core housing services and its delivery. • Experience of delivering incorporating service user feedback to make service improvements • Experience of contributing to the performance of a successful team with a focus on delivery and continuous improvement.

What we Offer

Summary of Principle Terms and Conditions of Employment.

New Gorbals Housing Association are full members of Employers in Voluntary Housing (EVH Ltd).

Contract	Permanent
Salary Scale	Grade 7 Spinal Points PA22 to PA27 (£40,635 - £44,619)
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 entitlement to cover this period. Annual Leave year runs from 1 st April to 31 st March.
Public Holidays	15 days
Sickness Entitlement	Occupational Sick pay rising to 6 months full pay and six month half pay depending on length of service.
Notice Period	4 weeks



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	5 p.m. on Tuesday 6 th January 2026
Interviews	Thursday 15 th & Friday 16 th January 2026

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 Gregor Colville on 0141 429 3900.

We look forward to receiving your application form.



NEW GORBALS

HOUSING ASSOCIATION



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