

# NEW GORBALS

HOUSING ASSOCIATION

## **Factoring Assistant (Fixed Term Contract- 9 months)**

### Recruitment Pack



200 Crown Street, G5 9AY  
0141 429 3900  
Recruitment@newgorbalsha.org.uk  
[www.newgorbalsha.org.uk](http://www.newgorbalsha.org.uk)

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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 1,900 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

|                  |                                                                               |                        |                   |
|------------------|-------------------------------------------------------------------------------|------------------------|-------------------|
| <b>Job Title</b> | Factoring Assistant                                                           | <b>Service Area</b>    | Housing Services  |
| <b>Based</b>     | 200 Crown Street, Gorbals, Glasgow, G5 9AY - some hybrid working is available | <b>Hours of work</b>   | 35 hours per week |
| <b>Report to</b> | Factoring Manager                                                             | <b>Responsible for</b> | -                 |
| <b>Grade</b>     | EVH Grade 5<br><br>(PA13 – PA16):<br><br>£31,792 - £35,332                    | <b>Date completed</b>  | 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                                                           | **        |           |

# What we Offer

New Gorbals Housing Association are full members of Employers in Voluntary Housing (EVH Ltd). We offer the following benefits:

|                       |                                                                                                                                                                                  |
|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Salary Scale          | Grade 5<br>Spinal Points PA13 - PA16<br>£31,792 - £35,332                                                                                                                        |
| Contract              | Fixed Term Contract - 9 months                                                                                                                                                   |
| Pension               | Auto-enrolment to join the defined contribution scheme within the Scottish Housing Associations Pension Scheme (SHAPS)<br><br>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

|                     |                                                        |
|---------------------|--------------------------------------------------------|
| <b>Closing Date</b> | 12 noon on Wednesday 11 <sup>th</sup><br>November 2026 |
| <b>Interviews</b>   | Thursday 19 <sup>th</sup> November 2026                |

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

[Recruitment@newgorbalsha.org.uk](mailto: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 Gillian Cameron, Factoring Manager on 0141 429 3900.

**We look forward to receiving your application form.**



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