

BACKGROUND INFORMATION

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 1,600 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

Our mission is to enhance the wellbeing of our tenants and the wider Gorbals community through high quality housing and related services.

NGHA is committed to providing high quality homes and services to its 2,600 tenants and are focused on demonstrating value for money to our tenants through our day to day services and improvement programmes. We continue to expand the range of our services as new challenges and opportunities arise, for example, with our highly regarded welfare rights service and community involvement initiatives.

We have a significant development programme which focusses on place making and adaptable and innovative design. Currently, we have around 200 units on site or at tender stage and are pursuing several further opportunities.

This post provides a real opportunity for an ambitious individual to help us achieve our mission. You should be passionate about delivering great service and ensuring that our community remains an attractive place for future generations. You should be focused on driving innovation in service delivery in ways that engage with empower our tenants and their communities.

You will be a member of the Association's Senior Management Team and play a key role in the Association's long-term development.

You will have a strong track record in housing management and tenant and community engagement. You should be able to demonstrate the experience and skills to lead service transformation. In return, we offer you the chance to develop your career within a friendly and well-regarded organisation.

As the Association's housing stock has expanded, through the development of new build housing and large-scale voluntary transfers, so has the number and range of staff employed. Consequently, 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, 11 estate based staff and over 40 tradespeople and operatives in our own repair, landscaping and gas servicing teams.

The organisational charts included in this package highlight the diversity of staff directly employed by the Association.

About the Head of Housing Services Post

Please refer further to the Job Profile document for the detailed job description and more information on the experience and skills required to fill the post of Head of Housing Services.

Finally, further information is available on the Association's website including our most recent Annual and Performance Reports and Business Plan.

