



Women's  
Pioneer Housing  
Est 1920

# CORPORATE SERVICES OFFICER

RECRUITMENT PACK



MARCH  
2024

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APPLICATION  
PROCESS  
INFORMATION

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ROLE PROFILE  
AND PERSON  
SPECIFICATION

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# YOUR APPLICATION

Thank you very much for your interest in this post. On the following pages, you will find details of the role and the selection process to assist you in completing and tailoring your application.

To apply you should submit:

- An up-to-date CV which shows your full career history – we recommend that this is no longer than three pages;
- A supporting statement explaining why you are interested in this role, detailing how you are a good candidate for this post and how you fulfil the person specification – we recommend that this is no longer than three pages;
- The diversity form – completion of the diversity form is not mandatory, this is requested for monitoring purposes in line with our commitment to equality and diversity; and
- Indicate in your email if you cannot attend the interview date.

Please note that applications can only be considered if all the documentation is complete.

Applications must be received by Sunday 14 April 2024 to [hr@womenspioneer.co.uk](mailto:hr@womenspioneer.co.uk).

Please ensure we receive your application in good time.

If you wish to have an informal discussion about the role and organisation, or if you have any other questions you would like answered to help you decide whether to apply, please do call me for a confidential discussion.

Kind regards,  
**Susan Bernard**  
**Head of HR and Corporate Services**  
**020 8749 7112**





# WELCOME TO WOMEN'S PIONEER HOUSING

I am delighted that you are considering joining Women's Pioneer Housing. This pack has been prepared to provide further information about us and the role of Corporate Services Officer- hopefully the information will stimulate you to apply.

Women's Pioneer Housing has an extraordinary legacy. We were founded in 1920 by women and men who understood the link between providing women with good quality affordable accommodation and the wider fight for women's equality. We have always held true to this mission and after a 100 years since our formation, gender inequality remains a huge issue. The need for an organisation that understands and champions women's housing needs has never been more relevant.

A safe home is the foundation in supporting our residents' independence. A women's life is a journey and we need to be able to support our residents along the way. We do this in many ways. We house women of all ages and we are the largest provider of sheltered housing in Kensington and Chelsea. We work closely with our residents to review and continuously improve our homes and services. We have an ambitious development programme, including our scheme at Wood Lane which will deliver 60 new high quality homes and our development in Ealing that will deliver over 100 new high quality homes. We also aim to be a leading voice on women's housing issues raising awareness of gender inequality and intersecting inequalities linked to race, sexuality, disability, age etc. In 2024 the need to address women's diverse housing needs is perhaps even greater than it was in 1920.

We have a strong and experienced executive management team, positive staff infused with energy as we continue to grow and a Board that is incredibly committed.

If what we say and do inspires you, we hope you apply.

Yours sincerely,

*Tracey Downie*

Chief Executive

# ABOUT US



Women's Pioneer Housing own almost 1000 properties in eight boroughs in west and north-west London: Kensington & Chelsea, Hammersmith & Fulham, Camden, Ealing, Wandsworth, Hillingdon, Harrow, and Westminster. 80% are studio and one-bedroom flats, mostly in converted Victorian buildings, many of which are listed or in conservation areas. There are also 90 leasehold flats, and a small but growing number of higher rental investment properties that fund our future development plans.

Our sheltered housing for single women over 60 is located in Kensington & Chelsea, where we are the largest sheltered housing provider. We have 178 flats for women over 60 who wish to live independently in their own home but with added security and back-up support on site and on call.

## Our Vision

For all single women across London to have access to a safe, secure and affordable home.

## Our Mission

To offer single women access to safe, secure and good quality affordable homes and services that enable women to live a good quality of life. To influence other housing providers so they understand the needs of single women and offer services that meet this need.

## Our Values

### We Put our residents 1st

Our services are designed through collaboration with our residents, and we aim to achieve excellence in all that we do, providing innovative solutions that ensure our residents are positive about living in a WPH home.

### Are Open, trusted and nurture great relationships

Our customers and partners can trust that we will do what we say we will do and feel confident when they contact us that they will receive a service that is exceptional and responsive to their needs.

### Value Equality, inclusivity and empowerment

We champion equality and diversity and in particular, the role that women's housing plays in tackling gender inequality. We work as one team and empower our teams and residents to think and do things differently in recognition of our diversity and the legacy of our founders.

### Provide a Respectful and safe environment

We respect each other and our residents in all our communications and deliver services and create homes in the right environment so that our residents and teams feel safe

# OUR CORPORATE PLAN

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## Our Homes

Our homes will be safe and warm in desirable neighbourhoods and built to a high standard.

We are committed to providing safe, well-maintained and energy efficient homes where our residents can flourish. To achieve this, we will invest in our existing properties as well as seeking opportunities to grow our portfolio. Our team will work to better understand our stock and our residents' specific needs, to ensure our homes can be adapted as individuals' requirements change. Combined with measures to reduce our properties' carbon footprint, this will make our homes fit for purpose now and into the future.

## Our Services

Our services will be excellent, delivered professionally and designed to meet the needs of single women.

We want our residents to be happy with our services, have a strong voice and work with us to ensure we meet their diverse needs. Our team will get to know our residents well, listen to what they have to say and encourage more people to get involved in shaping our services. To make sure residents get the care and support they need as their circumstances change, we will also work with partner organisations to enhance our service offer.

## Our Organisation

Our organisation will be financially robust, well governed with a culture that values people who are passionate about doing a great job.

In such a challenging economic climate, financial strength is fundamental to achieving our corporate aims, managing our growth and adapting to new legislative and regulatory requirements. For our organisation to thrive, we must also have a committed and professional team. So we will create a framework for staff recruitment and development, while nurturing a culture where our people feel empowered and accountable. We will also ensure we have excellent IT systems which can support modern services and allow us to capture, hold and analyse data effectively. This will help us improve our knowledge about our residents and homes, so we can make more informed business decisions.

We have over a hundred years of experience and a strong portfolio of assets which we can use to lever in funds to support the development of our homes and services. Building on our own strengths and working in partnership with our residents and others wherever possible, utilising new technology effectively we are confident we can meet these challenges.

In addition to increasing and continuously improving our own homes and services, we will continue to highlight women's ongoing housing needs to influence local and central government and other housing providers to do more in this area.

We aim to be small enough to be nimble, agile and responsive and bold enough to stand up to inequalities of the world. Central to achieving this impact is realising our desire to work in partnership with our residents to develop our services and to highlight best practice and its impact on women's lives.

# ROLE PROFILE

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## Line Manager:

Head of HR and Corporate Services

## Direct reports:

None

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## Purpose of the role

- To provide effective facilities management and administrative support for the effective running of a range head office activities.
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  - Using data and insights to provide analysis of the effectiveness of goods and services provided to head office and satellite offices
  - 
  - Ensure the effective running of day-to-day activities of the head office operation, both physically at the head office in London and in the way the operation runs remotely.
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  - Provide an efficient and responsive administrative support to the CEO and Head of Corporate Services supporting activities across the organisation.
  - 
  - Working with colleagues, suppliers, service providers and other stakeholders to provide a collaborative and cohesive service.
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## Key relationships

- **Internal:** All staff and Board members.
  - **External:** WPH residents, resident advocates, WPH contractors and service suppliers, housing sector organisations and all visitors to WPH.
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## Key responsibilities

### Office Facilities

Play a key role in ensuring the effective working of WPH head office activities by:

- Identifying the need for goods and services which supports the efficient running of day to day office activities, procuring these services in line with procurement procedures as required, for the effective running of the head office and all satellite offices in a way which meets colleagues' needs and provides value for money.
- Effectively using the purchase order system to purchase goods and services ensuring the timely payment of supplier invoices by accurately recording purchases, reconciling orders with invoices and resolving queries relating to invoices through liaison with suppliers and/or colleagues.

# ROLE PROFILE

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- Working with landlord or building management company to monitor, manage and report identified issues relating to the provision of all amenities, facilities and services provided related to the site liaising with relevant parties in the identification and resolution of issues to ensure a positive outcome whilst maintaining professional relationships.
- Managing all contracts and service agreements for supplied services, reviewing them to before renewal (e.g. corporate mobile phone account) negotiating new terms to ensure value for money and maintaining a reliable service provision which continues to support needs.
- Ensure a safe working environment within the office, including security and ID pass onboarding and offboarding, maintaining and sharing office risk assessments, accidents and near misses and providing information to staff on general office safety, including fire safety, personal safety and DSE seeking specialist advice where necessary.
- Organising outgoing mail using outsourced mailing services or booking couriers and posting parcels/packages via supplier portals with additional responsibility for other incoming and outgoing mailing services ensuring a timely and cost effective way of meeting mailing needs.
- Securing travel arrangements for key staff, including booking trains, taxis, and accommodation in line with the purchase order system ensuring value for money.
- Oversee office stores and equipment stored to ensure supplies are commensurate with space plans and overall requirements by planning periodic orders ensuring items are organised efficiently and consider environmental impact.
- Manage meeting room booking requests for the CEO, Head of Corporate Services and Senior Management Team including catering and any additional equipment as necessary to fulfil meeting requests ensuring room requirements are met and prepared in readiness for meetings taking place.
- Working collaboratively with colleagues to ensure their needs are met, whilst working creatively with suppliers to source and manage activities with CSR aims making recommendations on suppliers/products to offer best value and sustainability aims.
- Setting up systems and reviewing services from time to time to ensure effective use of resources and value for money in all services offered making recommendations where efficiencies can be offered.
- Providing support in rationalising the existing filing and storage arrangements to make efficient use of existing software packages (e.g. INVU) and ensure assistance in identifying and coordinating the actioning of off-site record keeping.

# ROLE PROFILE

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## Information Technology

Supporting colleagues with the efficient use of IT by:

- Procuring IT hardware as appropriate (e.g. monitors, keyboards, mobile phones) ensuring value for money and creating systems to record distribution of equipment, warranty information and accurate data to accurately maintain the asset register and support the renewal of equipment when required.
- Providing general information for users on the functionality of the organisations systems such as telephony (main telephone handsets and mobiles phone), offering guidance on handset use to ensure handsets are fully utilised escalating complex queries to IT consultants for resolution.
- Maintain oversight of photocopiers, printers and scanners enabling user onboarding and offboarding of associated IT equipment and associated workflows to monitor and record use to troubleshoot or report and resolve issues.
- Understand the functionality of software systems associated with the effective running of the office

## Administrative support to the CEO and the Head of HR and Corporate Services

Playing a key role in ensuring that the CEO and the Head of HR and Corporate Services work effectively including:

- Pre-emptive support using Outlook calendars to support planned meetings by booking and organising meeting spaces including the setup of associated IT (audio and video links) in a timely manner to ensure efficiency.
- Sourcing catering, refreshments and other related requirements for planned meetings ensuring advanced planning and liaison with relevant colleagues is efficiently coordinated to meet all needs (e.g. dietary, physical ability and room layout) to present effective meeting and space planning.
- Working with the Communications Officer to coordinate and manage events attended and/or led by the CEO including sourcing and making recommendations on venues which may include working with external event management companies or managing in house events.
- Sensitively and confidentially supporting HR activities including, coordinating meetings, interviews and recruitment activities and collating correspondence in the absence of or in support of the HR Officer ensuring an efficient and timely administrative support in the provision of HR related services.
- Working as a team with Corporate Services to fulfil work streams and with colleagues across the organisation to evaluate and implement projects as required to maintain an effective administrative resource to the Chief Executive and Head of HR and Corporate Services.

# ROLE PROFILE

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## Performance management

- To proactively manage your workload, seeking guidance where necessary, so that competing priorities are identified and managed effectively.
- To contribute positively to the annual appraisal process including identifying development needs and making suggestions for learning and on-going self-development.

## Compliance

- To comply with all Women's Pioneer policies and procedure and all legal requirements and regulatory standards ; including compliance with Women's Pioneer Housing's Staff Code of Conduct, Equality, Diversity and Inclusion, customer care, health & safety, financial, risk management and data protection procedures.
- To keep up to date with relevant legislation and best practice.
- To contribute to raising standards across the organisation identifying where improvements can be made to support service processes, service improvement and value for money.

## Staff and team working

- To work collaboratively with staff across the association in accordance with WPH values to further organisational objectives, including contributing to organisation-wide initiatives and activities.
- To adopt and promote a flexible approach to work undertaking other areas of responsibility as required to ensure the overall strategic objectives and business priorities are delivered.

## Additional information

- These are your main areas of responsibility but you may be required to perform other duties as we may reasonably require from time to time.

# PERSON SPECIFICATION

## EXPERIENCE, KNOWLEDGE & QUALIFICATIONS

### Essential

- GCSE English and maths.
- Experience of working directly with the public with commitment to delivering high quality customer service.
- Demonstrable evidence of high quality written communication skills to compose professional letters, emails and reports with clear and accurate information.
- Exceptional verbal and interpersonal communications skills with an ability to engage confidently professionally with a diverse range of people.
- Proven experience of administration, office management, liaison with stakeholder and problems solving others to
- Highly organised with the ability to plan workloads and co-ordinate activities understanding the relative importance of conflicting priorities so deadlines are met with absolute attention to detail.
- Demonstrable evidence of excellent IT skills specifically Microsoft Office (Excel, Word and Outlook) and MS Teams | with the ability to troubleshooting issues for others.

### Desirable

- Project Management skills e.g. PRINCE 2

## SKILLS AND ABILITIES

- Attention to detail, thoroughness and accuracy in accomplishing tasks.
- Takes ownership of problems, working positively with others and thinking creatively to bring about solutions and maintain a quality service.
- Ability to promote a positive image of self, team and organisation.
- Takes pride in work and can work collaboratively and flexibly developing good working relationships to ensure a quality service.
- Numerical and analytical skills and an ability to understand and interpret information.

## PERSONAL ATTRIBUTES

- Ability to use skills and abilities to motivate and influence others to achieve positive outcomes.
- Has a collaborative working style that can bring out the best in others.
- Able to rely on own judgment and knows when to seek further assistance.
- Has an “outcome focus” approach to service delivery.
- Committed to ongoing learning and development .
- Has empathy with needs of residents.
- Commitment to equality and diversity.
- Commitment to social housing.

# STAFF BENEFITS

## LOCATION

We are currently working a hybrid approach. Customer facing teams are required to be in the offices and/or on site at least 3 days a week, however Tuesday is an all staff in the office day.

## FLEXI TIME WORKING

For most staff we enable flexible working patterns within our formal flexi time working arrangement. Additional hours worked can be accrued to be taken at a later date in periods of whole days (up to 2 days every four weeks) or half days. This can equate to up to 26 days leave per year in addition to your annual leave entitlement. This is the equivalent to 52 days (or 10 weeks absence) per year for full time colleagues, pro-rata for part time colleagues.

## ANNUAL LEAVE

Annual leave entitlement starts at 26 days rising to 29 days after 5 years' service. In addition, bank holidays are paid non-working days. Our office closes throughout the Christmas period from 1pm on Christmas Eve until the New Year.

## BONUS AWARD

Each year in November, we will review the organisations performance and financial status to consider whether a one off bonus award payment can be made. Bonus awards are paid equally to all irrespective of your role in line with our Bonus Payment Policy.

## PENSIONS

All employees are auto enrolled onto our Group Pension Scheme providing a pension pot towards your retirement. In return for you paying 5% of your salary in employee contributions, WPH will pay 8% of your salary in employer's contributions.

## DEATH IN SERVICE

As member of the Group Pension Scheme, you also qualify for Death in Service Benefits. Your beneficiaries will receive x4 your gross annual salary should you die whilst a permanent member of staff and enrolled in the pension scheme. A valuable addition to give your family peace of mind.



# STAFF BENEFITS

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## EMPLOYEE ASSISTANCE PROGRAMME

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The programme is easy to access and confidential. It is available at no cost to you and your immediate family members 24 hours a day, 7 days a week, 365 days a year. Personal Legal Support Access to in-depth help and information on any issues.

## PHYSIOTHERAPY

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Up to 8 consultations (including initial assessments) per year shared between the employee and their partner. The treatment will usually include digitally delivered exercises with ongoing support via video consultation.

## DISCOUNTED RETAIL PORTAL

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Access to a wealth of retailers allows you to save on your spending. You will have your own login to earn cashback or discounts on anything from your grocery shopping to utility bills, mobile phone contract and big ticket items with well known retailers.

## REMOTE GP AND SECOND OPINION

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Unlimited video consultations with a UK-based GP, including prescriptions and medications delivered directly where needed. Each appointment lasts up to 20 minutes and the service aims to provide direct video access to a GP – 24/7, 365 days a year.

## MENTAL HEALTH SUPPORT

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Up to 8 consultations (including initial assessments) per year shared between the employee and their partner. The treatment plan will usually be delivered via video consultation and could include supported online cognitive behavioural therapy modules

# CORPORATE SERVICES OFFICER

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**Title:** Corporate Services Officer

**Hours:** 17.5 hours per week

**Salary:** £15,136 pro- rata (£30,273 FTE)

**Location:** Hammersmith

**Contract:** Permanent

These are exciting times for Women's Pioneer Housing. We have recently achieved planning permission for 2 new developments and over the next 2 years we will be developing over 160 new homes for single women in West London, including brand new offices on our site at 227 Wood Lane. We have created new roles to support this exciting chapter of service improvement, enhancing our Corporate Services team to shape and support our people and our residents.

Reporting to the Head of HR and Corporate Services, the Corporate Services Officer is a pivotal new role working alongside all staff to co-ordinate a range of activities to support our working environments and specific corporate functions. This is your chance to show your 5-star engagement skills and make a meaningful impact with a great team. You will lead and support in the delivery of various tasks ensuring positive outcomes in the efficient operation of our head office in west London and our satellite offices in Earls Court and Notting Hill. You will also provide administrative support to the Head of HR and Corporate Services and the Chief Executive managing discreet projects.

This is a varied role so you must be highly organised, have demonstrable experience of managing varied workloads and competing priorities. Primarily ensuring the efficient organisation of our head office, you will be able to seek and implement solutions, liaise professionally with varying stakeholders, and work collaboratively with others with a passion for learning and broadening unrelated skills sets.

This role would ideally suit a dynamic, versatile and experienced customer service professional with a good understanding of facilities, and an ability to negotiate service contracts. Your excellent IT skills will allow you to support us in the implementation of new software programmes. You must have an absolute eye for detail and be able to approach new tasks positively and work collaboratively with others. Excellent communication skills are essential as you will often be the face of Women's Pioneer liaising with a broad range of stakeholders. You will be joining a team where you can act with purpose and thrive in your own way.

# CORPORATE SERVICES OFFICER

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This is a part time role which requires the post holder to manage their work from our fantastic head office in Hammersmith, west London. You must be able to work on Tuesdays - the day our entire staff team work together to collaborate, and ideally on Mondays and Fridays so that your activities are bound into the start and end of our working week.

Interviews will be held in person in Hammersmith and applicants will be asked to complete a competency assessment as part of our recruitment process.

**Closing Date: Sunday 14 April 2024**

**Interviews: Week commencing 25 April 2024**

More details about our organisation and how to apply are available on [www.womenspioneer.co.uk./work-for-us/](http://www.womenspioneer.co.uk./work-for-us/)

# WOMEN'S PIONEER HOUSING

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## Contact us



020 8749 7112



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<https://womenspioneer.co.uk/>

