



Women's
Pioneer Housing
Est 1920

TEAM ADMINISTRATOR

(HOUSING MANAGEMENT)

RECRUITMENT PACK



DECEMBER
2024

APPLICATION
PROCESS
INFORMATION

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;
- **Diversity Monitoring Form** - completion of the diversity form is not mandatory, this is requested for monitoring purposes in line with our commitment to equality and diversity.

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

In your application please indicate if you cannot attend the interview date.

Applications must be received by **4pm Friday 3rd January 2025** to hr@womenspioneer.co.uk.

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 Housing 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 2023 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,
Tracy 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

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

Line Manager:

Director of Operations

Direct reports:

None

Purpose of the role

To provide administrative support to the housing team across a broad range of service areas to help deliver excellent services to residents.

To work with colleagues across departments to deliver the Women's Pioneer Housing Corporate Plan.

Key relationships:

- External; Referral agencies, letting agents, local authorities, contractors, tenants and the general public.
 - Internal; All staff within Women's Pioneer but primarily those with admin responsibilities within property and finance teams.
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Key responsibilities

1. Provide administrative support to the Housing Team in all areas of their work including arrears management, anti-social behaviour, voids and lettings and resident involvement.
2. Assist the Housing Team to achieve agreed performance targets for arrears management by taking payments and managing former tenant arrears accounts, including liaising with credit collection agencies.
3. Support rent collection by taking lead on liaison with Finance Team to collate accurate and up-to-date electronic information to update local authorities and DWP on rent and service charge increases.
4. Ensure council tax is paid promptly by collating all council tax bills, keep logs and passing to finance for payment.
5. Manage the list of tenants requesting email only contact, including updating the QL system.
6. Take the lead on the intranet content for the Housing Management department, including ensuring policies and procedures are up to date and engaging activities.

ROLE PROFILE

7. Ensure the six year document retention policy is adhered to for documents pertaining to former tenants.
8. Maintain records of voids and lettings by liaising with colleagues to ensure weekly lettings minutes and voids log are up to date and complete and provide void returns for local authority partners.
9. Support future tenants housing opportunities through working with colleagues to open the waiting list once a year, monitor applications and support outcome correspondence.
10. Manage Women's Pioneer transfer list including undertaking an annual review to ensure it is current and accurate.
11. Maintain up-to-date stock of stationery and collate sign-up packs for Housing Team.
12. Being a reliable point of contact to ensure the timely payment of supplier invoices by accurately recording goods and services ordered, reconciling orders with invoices and resolving queries relating to invoices through liaison with suppliers and/or colleagues.
13. Act as ICT super-user and be responsible for ICT including QL, Pentana and INVU and other projects as required, providing support for staff where necessary.

Customer Service

1. Ensure excellent initial experience of residents by updating new tenant details promptly on to the correct systems, arrange induction visit, 6 week visit, 6 month and 9 month visit with Housing Officers.
2. Be adept at dealing with both calls focusing primarily on tenancy matters but supporting the customer service team by providing cover as required to other customer service areas.
3. Manage complex customer contacts and complaints with a can-do approach displaying excellent customer care
4. Respond to written points of contact in adherence to good quality, responsive literacy standards and guidelines and ensure accurate input of relevant data (notes, actions, agreed plans with customers) into QL, C365, INVU and other systems.
5. Achieve high levels of Customer Satisfaction results and help to reduce the level of complaints.
6. Engage proactively with resident feedback to inform service improvement and use this feedback to help improve your own performance and to improve WPH policies and procedures.

ROLE PROFILE

Personal commitment and development

- 1.To keep up to date with changes in your job role and undertake training as directed, adopting new ways of working to ensure continuous improvement.
- 2.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.
- 3.To work collaboratively with staff across the Association to solve problems and further organisational objectives, including contributing to organisation-wide initiatives and activities.
- 4.To contribute to raising standards across the organisation, identifying where improvements can be made to support service processes and policies and implementing changes.
- 5.To comply with all Women's Pioneer policies and procedures and all legal requirements and regulatory standards, including being fully responsible for your health and safety and safeguarding of residents and visitors.
- 6.To contribute positively to the annual appraisal process including identifying development needs, taking ownership of and driving professional development by supporting your own learning and development with the support of your line manager.
- 7.Work at all times in accordance with WPH values and our Equality and Diversity policy.
- 8.To proactively manage your workload, seeking guidance where necessary, so that competing priorities are identified and managed effectively.

To maintain confidentiality at all times, in relation to business sensitive and personal information and ensure compliance is upheld with regards to the rules of the Data Protection Act and by ensuring information and records are either; shredded or safely stored.

Additional information

1. 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.
2. To provide support to the customer service team when required.
3. There may be occasions when you are required to attend meetings outside of the usual working hours and to carry out work in a lone working environment.

PERSON SPECIFICATION

KNOWLEDGE/EXPERIENCE

- Experience of working in an office environment or similar team setting
 - Experience of MS Office, databases, social media and websites
 - Understanding of housing environment including supply and demand for housing in London
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SKILLS AND ABILITIES

- Good customer service skills
 - Manage own workload with minimal direction
 - Good verbal, written and numerical skills
 - Able to work under pressure with varied workload and competing demands
 - Good IT skills Ability to work flexibly and respond quickly to changing demands while meeting deadlines
 - Ability to manage own workload Excellent communication skills. Commitment to high standards of customer service and customer involvement
 - Highly numerate
 - High level of IT skills including knowledge of Microsoft Office and other such software packages
 - Good administration, organisation and planning skills
 - Commitment to collaborative working internally with colleagues and externally with partners to ensure a quality service
 - Ability to deal with difficult issues and achieve positive outcomes
 - Confident when dealing with public, colleagues and external agencies.
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PERSONAL ATTRIBUTES

- Understanding of and commitment to equality and diversity in housing
- Confident when dealing with public, colleagues and external agencies
- Understanding of the needs of vulnerable clients
- Willing to learn for self and team
- Willing to deal with and solve problems Has a “can do” attitude and approach to service delivery

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.

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.

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.

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.

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.

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

EMPLOYEE ASSISTANCE PROGRAMME

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.

DISCOUNTED RETAIL PORTAL

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.

PHYSIOTHERAPY

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.

REMOTE GP AND SECOND OPINION

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

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.

TEAM ADMINISTRATOR (HOUSING MANAGEMENT)

Title: Team Administrator (Housing Management)

Salary: £27,747

Location: Hybrid/Hammersmith

Hours: 35 per week Monday – Friday

Contract Type: Permanent

These are exciting times for Women's Pioneer Housing. We have recently achieved planning permission for 2 new developments which will result in WPH building over 160 new homes for single women in West London including brand new offices on our site at 227 Wood Lane.

Founded in 1920 by women and men who understood the challenges faced by women trying to secure affordable, safe and independent housing at the time. The need for safe, secure, affordable housing for single women is as great as ever. We remain committed to making a positive difference to women's lives by providing high quality homes and services.

Our vision is for all single women across London to have access to a safe, secure and affordable home. Our mission is 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. Our values reflects our legacy and continued commitment:

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.

We value Equality, inclusivity and empowerment: Championing 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.

We 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.

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TEAM ADMINISTRATOR (HOUSING MANAGEMENT)

To support our growth and continue our commitment to providing excellent customer services, the Team Administrator (Housing Services) is a new role which supports our people and continuous service improvement as we embark on this new, exciting chapter of growth. In this role you will support the housing services team by managing data and databases, analysing performance, providing accurate statistics and maintaining systems so that our work is driven with strong data integrity and robust systems of information.

You will also support the Director of Operations bringing broader administrative skills using MS Office packages to provide a wider range of day to day admin services to our customer services team including organising meetings, taking minutes and responding to contacts. There are a range of interesting projects supporting our corporate calendar where you will be able to diversify in how you apply these skills.

You may already be working in a customer-focused environment or public/social setting and have a track record of providing excellent administrative services, including accurate minute taking and effective communications skills enabling you to respond to telephone and written contacts with a high degree of professionalism. You will have at least intermediate MS Office skills, particularly Word, Excel and PowerPoint with a working knowledge of CRM systems or have the aptitude to learn.

A good understanding of social housing is preferred but not essential. Accountability, communicative initiative, and being able to recognise the relative importance of tasks to ensure deadlines are met and you deliver on your commitment to others are the attitudes and behaviours that have as much importance as you experience. You must bring respect for our residents and a commitment to supporting our vision, mission and values.

We are a small team, and work together to deliver our shared objectives. If you are passionate about bringing excellence to your work, enjoy collaborating with others and can demonstrate commitment in all that you do, we would love to hear from you.

If you would like an initial discussion to find out more about this role, please contact Timur Niyazov HR Officer (timur.niyazov@womenspioneer.co.uk);

Closing Date: 4pm Friday 3rd January 2025

Interviews and assessments: Interviews including an assessment will be held in person at our head office on Monday 13th January 2025.

WOMEN'S PIONEER HOUSING

Contact us



020 8749 7112



hr@womenspioneer.co.uk



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

