

Recruitment Pack

Data and Systems Administrator



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 Customer Services Advisor. 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 100 years since our formation, gender inequality remains a huge issue. The need for an organisation that understands, and champions women's housing needs continues to be relevant. A safe home is the foundation in supporting our residents' independence and delivering excellent landlord services is key to maintaining that independence.

We house single women of all ages, and we are the largest provider of sheltered housing in Kensington and Chelsea. We are committed to working closely with our residents to review and continuously improve our homes and services, ensuring that our residents can influence the way we provide our 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 in 2026.

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.

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

If what we say and do inspires you and you can demonstrate commitment to delivering a service in line with our values, we encourage you apply.

Yours sincerely,

Tracey Downie

Chief Executive

2	Welcome
3	About Us
4-5	Data and Systems Administrator
6-10	Role Profile
11-12	Person Specification
13-14	Staff Benefits
15	How to Apply
16	Contact Us



ABOUT US

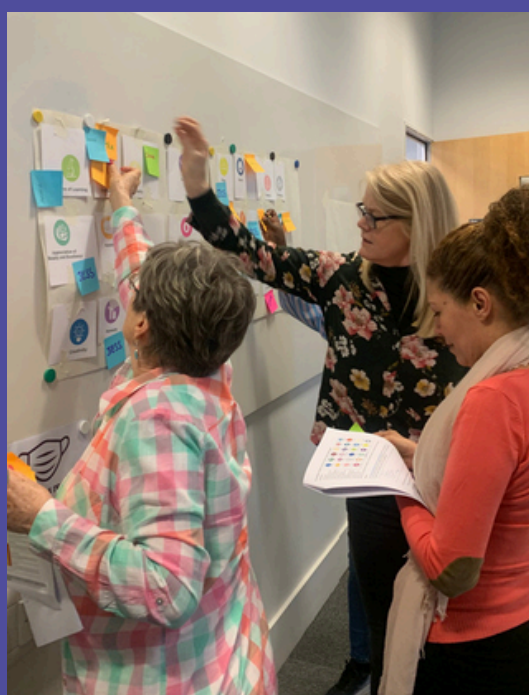
Women's Pioneer Housing own almost 1000 properties in eight boroughs in west and north-west London: Kensington & Chelsea, Hammersmith & Fulham, Camden, Ealing, Wandsworth, Hillingdon, Harrow, and Westminster. 80% are studio and one-bedroom flats, mostly in converted Victorian buildings, many of which 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 first, nurture great relationships through open and trusted communication, we value equality, inclusivity, and empowerment, and we provide a respectful and safe environment to all members and residents of WPH.



Data and Systems Administrator

Title: Data and Systems Administrator

Salary: £29,350

Hours: Full Time, 35 hours per Week

Place of work: Interim Office is located at 3 Angel Walk, Hammersmith, London, W6 9HX (relocation to permanent office at 227 Wood Lane, W12 0EX end of 2026/early 2027)

Closing date: Midnight on Tuesday 9th June 2026

Women's Pioneer Housing is a values led organisation with residents at the core of every service we provide. The role of the Data and Systems Administrator is an exciting new role, created to support with our growing IT and performance reporting needs. The post holder will have autonomy to deliver in this role and the opportunity to develop, evolve and shape their work as this new role is defined.

This is key role to support the organisation in delivering a service, as well as meeting governance arrangements and external scrutiny from the Regulatory of Social Housing.

The Data and Systems Administrator will be part of a small, but committed team that works cohesively and effectively together to create a positive impact with their work.

Reporting to the Corporate Assurance and People Manager, the post holder will support the effective administration of organisational systems, reporting processes and data management activities. The role will involve systems administration, troubleshooting, reporting, user support and helping ensure organisational systems and access controls remain secure and effective.

In this role, you will also have the opportunity to shape IT services and play an important part in defining and executing our data and IT security policies. This role also offers an exciting opportunity to further develop reporting and dashboard skills within a supportive environment. While experience of Power BI or similar reporting tools would be advantageous, we recognise that candidates may have transferable data and reporting experience gained in other settings. We are open to supporting the right candidate with additional Power BI training and development as part of their ongoing learning within the role.

You do not need to have experience of working in the Housing sector, but you must be astutely organised, adaptable and have the ability to work using your own initiative to meet deadlines.

Data and Systems Administrator

We are looking for someone with strong organisational, communication and problem-solving skills who can work collaboratively across teams and build positive working relationships with colleagues and external partners. You will use data and systems to support effective decision making, reporting processes and service delivery across the organisation.

We offer hybrid working and flexi time working. You will be fully enabled to work from home with a laptop and mobile phone provided. Embracing our one team ethos, our entire team work together at our head office at least one day each week which will support you in your work bringing opportunities for you to build positive relationships with colleagues actively enhancing our culture.

If you would like to have an informal discussion about the role, please contact Alison Roberts, Corporate Assurance and People Manager at Alison.roberts@womenspioneer.co.uk

Closing Date: Midnight on Tuesday 9th June 2026

Interviews: Thursday 18th June 2026

We will hold face to face interviews for this role in person on at our Head Office, 3 Angel Walk, Hammersmith, W6 9HX. We will contact successful applicants directly to organise interviews.

More details about our organisation and how to apply are available on www.womenspioneer.co.uk/work-for-us/

ROLE PROFILE

Line Manager: Corporate Assurance and People Manager

Direct reports: None

Purpose of the Role

- To support the effective operation, administration and continuous improvement of Women's Pioneer Housing's business systems, data management, reporting processes and information governance arrangements.
 - The role provides operational systems and data support across the organisation, enabling accurate reporting, effective workflows, reliable system administration and effective organisational controls within a regulated social housing environment.
 - Working collaboratively across teams, the Data and Systems Administrator supports colleagues in the effective use of systems, data and technology to improve service delivery, operational efficiency and regulatory compliance.
 - The Data and Systems Administrator acts as a key operational support function across governance, people services, corporate services and performance reporting, ensuring systems, data and reporting processes are reliable, secure and effectively coordinated.
-

Key Relationships

- Internal: All staff
 - External: Residents, contractors, auditors, IT suppliers, software providers and service partners
-

Key Responsibilities

Systems Administration and Operational Support

Support the reliable, secure and effective operation of organisational systems and digital tools so colleagues can work efficiently and information is managed appropriately by:

- Ensuring organisational systems, software and digital tools operate reliably, securely and efficiently, supporting effective service delivery and business continuity. Monitor operational system performance, escalating issues appropriately and working collaboratively with external providers and colleagues to minimise disruption and maintain effective service delivery.
- Managing user access, permissions and associated onboarding and offboarding activities across organisational systems to ensure appropriate security controls, accurate record keeping and timely access to information and digital resources. Support coordinated onboarding arrangements across teams so new starters are set up effectively and leaver arrangements are completed securely and consistently.

ROLE PROFILE

Systems Administration and Operational Support Continued

- Supporting colleagues in the effective and consistent use of systems, software and digital tools by providing guidance, user support and practical assistance which improves user confidence, promotes efficient and effective operational working practices.
- Maintaining accurate and up-to-date records relating to hardware, software licences, system users and business assets to support effective operational management, audit requirements and value for money.
- Providing responsive operational support for routine systems and IT issues, resolving queries where possible and coordinating effectively with external IT providers and software suppliers where escalation or specialist support is required, ensuring issues are monitored through to resolution.
- Coordinating quarterly IT meetings with external IT providers, including preparing and circulating agendas, taking accurate minutes, monitoring agreed actions and following up on progress to support effective oversight, accountability and service improvement.
- Supporting effective working relationships with IT suppliers and software providers by coordinating communications, monitoring operational issues and agreed actions, and supporting timely resolution and service improvement.
- Acting as a key internal contact for the coordination, setup and allocation of IT equipment and digital resources, ensuring equipment is appropriately recorded, distributed and maintained to support effective operational working arrangements.
- Supporting the implementation, testing and continuous improvement of systems, workflows and digital processes to improve efficiency, user experience and effective use of organisational systems.
- Acting as an operational systems administrator for IT systems including the Housing Management System, maintaining user access, supporting workflows, coordinating testing, troubleshooting operational issues and supporting effective system utilisation across the organisation.
- Maintaining operational system documentation, guidance notes and process instructions to support consistency, effective knowledge sharing and clear operational practices across the organisation.
- Supporting system user groups, feedback mechanisms and system improvement activity to strengthen organisational use of digital systems and support continuous improvement.
- Supporting business continuity arrangements by helping to maintain access to key systems, information and digital resources.
- Supporting effective information management and data housekeeping arrangements including data cleansing, archiving and data retention activity in line with organisational procedures, information governance requirements and regulatory expectations.

Data Management and Reporting

Support informed, evidence-based decisions through accurate, reliable and meaningful data, reporting and performance information by:

- Delivering accurate, timely and reliable reports, dashboards and data outputs that support operational management, governance reporting, performance monitoring and informed decision-making across the organisation.
- Designing, building, maintaining and improving dashboards and reporting tools, including Power BI dashboards, that provide clear performance information, improve accessibility of information and support managers and senior leaders to monitor trends, risks and areas requiring improvement.
- Supporting accurate and reliable organisational reporting through the accurate collection, validation, interrogation and reconciliation of data from a range of systems and sources, ensuring information used internally and externally is complete, consistent and dependable.

ROLE PROFILE

Data Management and Reporting Continued

- Working collaboratively with colleagues to improve data quality and reporting standards by identifying inconsistencies, gaps or inaccuracies in data and supporting corrective action, improved workflows and stronger operational practice.
- Supporting consistent organisational data standards and promoting good data management practices across teams to strengthen reporting reliability, consistency and data quality.
- Supporting confidence in organisational reporting and regulatory submissions through effective data validation, quality assurance and audit checking processes.
- Supporting benchmarking exercises, surveys, consultations and data collection activities to assist organisational learning, service improvement, performance monitoring and service planning.
- Assisting in preparing reports, visualisations and management information for senior managers, Board reporting, external stakeholders and regulatory purposes.
- Supporting the effective use and development of reporting systems and workflows to improve efficiency, consistency, accessibility and the overall quality of organisational information and reporting arrangements.

Information Governance, GDPR, and Compliance

Support effective information governance and compliant data handling practices by:

- Supporting compliant and secure information handling practices that ensure organisational data is managed appropriately throughout its lifecycle and in accordance with GDPR, Data Protection legislation, information governance requirements and organisational procedures.
- Supporting the Governance and Performance Officer with timely and accurate coordination of Subject Access Requests, data disclosure requests and related information governance activity, ensuring records, documentation and responses are managed in accordance with statutory requirements, organisational procedures and required timescales.
- Supporting colleagues with information governance documentation and processes including data protection notices, data mapping activity and Data Protection Impact Assessments, helping to strengthen organisational compliance and awareness.
- Supporting compliance and good information management through effective administration, monitoring and follow up of cyber security and information governance activities, including monitoring mandatory training completion and escalating risks or concerns appropriately.
- Identifying and escalating information governance risks, data quality concerns, control weaknesses or system issues which may impact compliance, reporting accuracy or operational effectiveness.

Performance and Organisational Support

Support operational effectiveness and continuous improvement through coordinated systems, reporting and administrative support by:

- Supporting reliable performance reporting arrangements that enable managers and senior leaders to monitor performance, risk and service delivery.
- Assisting colleagues with the effective use of performance systems, dashboards and reporting tools to improve consistency, accessibility of information and confidence in organisational reporting.
- Supporting audit checks on regulatory metrics and internal performance indicators to help ensure performance data is accurate and robust.

ROLE PROFILE

Performance and Organisational Support Continued

- Supporting service improvement by identifying opportunities to strengthen systems, workflows, reporting arrangements and operational efficiency, supporting continuous improvement across services and systems.
- Working collaboratively across teams to support joined-up working, effective communication and the successful delivery of organisational objectives.

Other Administrative Support

- Working collaboratively with colleagues across the organisation to provide support and cover in other administrative areas where required to maintain effective service delivery.
 - Providing administrative and operational support to the Chief Executive, Senior Management Team and Board activities where required.
-

Performance Management

- To proactively manage your workload, seeking guidance where necessary, so that competing priorities are identified and managed effectively.
 - To deliver accurate, reliable and high-quality outputs recognising the importance of systems, data and reporting in supporting accurate reporting, compliance and decision-making.
 - 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 procedures and all legal requirements and regulatory standards, including compliance with Women's Pioneer Code of Conduct, Equality & Diversity, customer care, health & safety, financial, risk management and data protection procedures.
- To maintain awareness of relevant legislation, best practice and emerging developments relating to systems administration, information governance, reporting and data management.
- To contribute to raising standards across the organisation identifying where improvements can be made to support service processes and policies and implementing changes.

ROLE PROFILE

Colleague and Team Working

- To work collaboratively with colleagues across the association to solve problems and further organisational objectives, including contributing to organisation-wide initiatives and activities.
 - To contribute positively to a culture of professionalism, continuous improvement, accountability and collaborative working.
 - To adopt and promote a flexible approach to work undertaking other areas of responsibility as required to support organisational priorities and business objectives.
-

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, and Qualifications

Essential:

- Experience working with data, reports and management information.
- Ability to develop and maintain dashboards for effective visual reporting.
- Experience of supporting or administering organisational systems, workflows or digital platforms.
- Good working knowledge of Microsoft Office (Excel, Word and Outlook) with the ability to support systems administration and reporting activities.
- High quality written communication skills to compose reports, letters and emails with clear and accurate information.
- Good verbal communications skills with an ability to engage professionally across a range of people at all levels within the organisation.
- Experience of organising self and work within a clear framework to identify priorities, coordinate activities and meet deadlines.
- A good level of formal education, GCSE Maths and English is essential or equivalent experience.

Desirable:

- Experience of Power BI or similar reporting/visualisation platforms.
 - IT-related degree or qualification would be desirable.
-

Skills and Abilities

Essential:

- Ability to work with, analyse and present data using reporting and visualisation tools.
- Takes ownership of tasks, working positively and collaboratively with others to bring about solutions.
- An ability to deal with sensitive information and maintain confidentiality in all aspects of work and in managing work relationships.
- The ability to work flexibly and across teams including reporting and actioning work for senior managers.
- Attention to detail and ability to analyse and report on information from or casework. management or project management systems. Ability to produce clear and accurate reports.
- Ability to promote a positive image of self, team and organisation. Takes pride in work and achieves good working relationships to ensure a quality service.

Desirable:

- Experience supporting housing management systems or other business-critical systems.

PERSON SPECIFICATION

Personal Attributes

Essential:

- Ability to work positively and collaboratively with others to achieve effective outcomes.
- Has a collaborative working style and works effectively with others.
- Able to rely on own judgment and knows when to seek further assistance.
- Has an “outcome focus” approach to service delivery.
- Able to work effectively and accurately under pressure.
- Flexibility to work outside of hours where required to meet implementation deadlines.
- 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 operate a hybrid working approach where you are welcome to work in the office, at home, or on site based on your activities. On Tuesdays, all staff attend the office to promote collaboration. Staff are required to be in the office at least two days a week.

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.

BIRTHDAY LEAVE

Once you pass your probationary period, you will be entitled to Birthday Leave, where you can take an additional day-off on or around your birthday.

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.

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

You will be able to access counselling sessions via our Employee Assistance Programme, usually be delivered via video consultation and could include supported online cognitive behavioural therapy modules.





HOW TO APPLY:

Thank you very much for your interest in this role.

To apply please visit the link below:

Data and Systems Administrator Application

To apply, you will need:

- An **up-to-date CV** which shows your full career history – we recommend that this is no longer than two 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 one page;

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.

Application Deadline: Midnight Tuesday 9th June

Interview: Thursday 18th June

We will hold face to face interviews for this role in person on at our Head Office, 3 Angel Walk, Hammersmith, W6 9HX. We will contact successful applicants directly to organise interviews.



WOMEN'S PIONEER HOUSING

Contact us



020 8749 7112



hr@womenspioneer.co.uk



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

