

2026



Women's
Pioneer Housing
Est 1920

Recruitment Pack

Housing Team 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. 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 Housing Team Administrator
- 6-7 Role Profile
- 8 Person Specification
- 9-10 Staff Benefits
- 11 How to Apply
- 12 Contact Us



ABOUT US

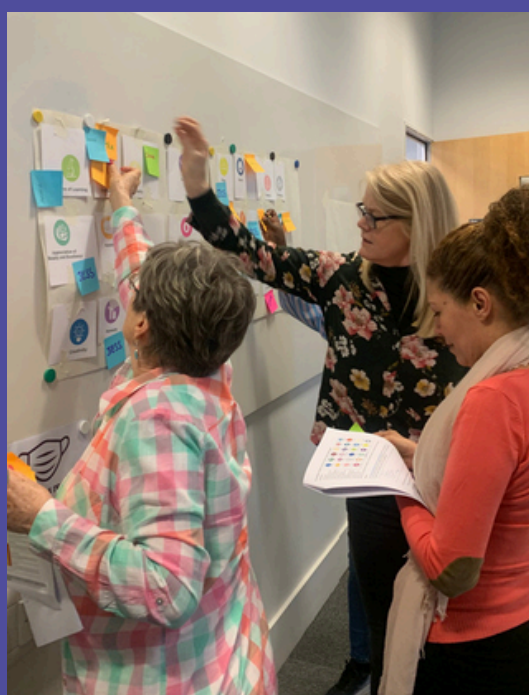
Women's Pioneer Housing own almost 1000 properties in eight boroughs in west and north-west London: Kensington & Chelsea, Hammersmith & Fulham, Camden, Ealing, Wandsworth, Hillingdon, Harrow, and Westminster. 80% are studio and one-bedroom flats, mostly in converted Victorian buildings, many of which 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.



Housing Team Administrator

Title: Housing Team Administrator

Salary: £29,350

Hours: Full Time, 35 hours per week including Tuesdays as mandatory office day

Location: Hammersmith, London/Hybrid

Contract Type: Permanent

Closing date: Midnight on 15th 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 Housing Team Administrator will support our growth and continue our commitment to providing excellent customer services, this is a 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.

Housing Team Administrator

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.

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 our HR team at hr@womenspioneer.co.uk.

Closing Date: Midnight on 15th June 2026

Interviews: TBC

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/](http://www.womenspioneer.co.uk/work-for-us/)

ROLE PROFILE

Line Manager: Housing Manager

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

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

Key Responsibilities

- Provide administrative support to the Housing Team in all areas of their work including arrears management, antisocial behaviour, voids and lettings and resident involvement.
- 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.
- 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.
- Ensure council tax is paid promptly by collating all council tax bills, keep logs and passing to finance for payment.
- Ensure the six year document retention policy is adhered to for documents pertaining to former tenants.
- 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.
- Support future tenants housing opportunities through working with colleagues to open the waiting list once a year, monitor applications and support outcome correspondence.
- Manage Women's Pioneer transfer list including undertaking an annual review to ensure it is current and accurate.
- Maintain up-to-date stock of stationery and collate sign-up packs for Housing Team.
- 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.

ROLE PROFILE

- Act as ICT super-user and be responsible for ICT including system management and other projects as required, providing support for staff where necessary.
- To attend and accurately record minutes for quarterly committee meetings held during evening hours

Customer Service

- 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.
- 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.
- Manage complex customer contacts and complaints with a can-do approach displaying excellent customer care.
- 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 Housing Management Systems.
- Achieve high levels of Customer Satisfaction results and help to reduce the level of complaints.
- 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.

Personal Commitment and Development

- 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.
- 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.
- To work collaboratively with staff across the Association to solve problems and further organisational objectives, including contributing to organisation-wide initiatives and activities
- To contribute to raising standards across the organisation, identifying where improvements can be made to support service processes and policies and implementing changes.
- 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.
- 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.
- Work at all times in accordance with WPH values and our Equality and Diversity policy.
- 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

- 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.
- 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

Experience, Knowledge, and Qualifications

- 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.
-

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.
-

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 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:

[Housing Team Administrator:](#)

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 15th June

Interview: TBC

- We are unable to sponsor applicants needing a Skilled Worker Visa. To apply for this role, you must have an ongoing Right to Work in the United Kingdom.
- Shortlisted candidates will be required to participate in an assessment as part of the selection process. This will be held on the day of your interview, if you are invited to participate.
- Interviews will be held in person at our Head Office in Hammersmith, West London (Date TBC). 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/>

