



Hexagon

Development & Sales Administrator

Recruitment Pack

March 2026



Contents

	Page
Welcome letter	3
About Hexagon	4
About the Development & Sales Team	5
Job description	6
Person specification	8
Our Cultural Matrix & Care Behaviours	9
Organisation chart	10
Principal terms and conditions of service	11
The advertisement	13
Key dates and selection process	15

Welcome letter

March 2026

Dear Candidate

Development & Sales Administrator

Thank you for your interest in working for Hexagon Housing Association.

If you require a copy of this document in an alternative format, please contact us on the details below.

As a provider of high-quality housing and care services, we believe it is important to recruit talented individuals who share our vision to be the provider of choice.

We know that attracting and keeping the best people is the most effective way to build a successful business, so we are committed to investing in you and your future, offering a competitive remuneration package and providing extensive learning and development opportunities throughout your career.

This pack gives background information on Hexagon and the role you are applying for. Please make sure your application reaches us by **Monday 6th April**.

You will be contacted within ten working days of the closing date if you have been shortlisted. If we do not contact you, then please assume that you have been unsuccessful on this occasion.

Please note we do not accept CVs. Applicants must fully complete our online application form.

Good luck!

Hexagon Human Resources

Tel: 0208 768 7941

Email: recruitment@hexagon.org.uk

Web: www.hexagon.org.uk/careers

About Us

Hexagon Housing Association owns and manages approximately 4200 homes in south-east London and Kent. Most of our stock is general needs housing but our portfolio of shared ownership and leasehold housing is growing. We also have over 300 homes in Supported Housing schemes, about two thirds of which we manage ourselves and one third is managed by Supported Housing agencies. Co-operative managing agents manage about 300 of our general needs rented homes.

Our partner boroughs are Southwark, Lewisham, Greenwich, Bexley and Croydon, with a small number of homes in Bromley and Kent. We are building new homes for rent and shared ownership, currently mostly in Southwark, Croydon and Bexley. Our shared ownership and leasehold portfolio is expanding and is expected to continue to grow in the future.

Our homes include all types ranging from modern purpose built blocks of flats, through to Victorian houses converted into flats and houses. We do not manage any large estates – our biggest single estate is 100 flats – but we do manage a number of small estates and blocks.

As an organisation, we are concerned with people, their homes and communities. We make good quality, affordable housing and services available to people in South London, and work to extend opportunities and improve the neighbourhoods they live in.

Like all housing associations, Hexagon is a not-for-profit organisation and is regulated by the Regulator of Social Housing (RSH).

Hexagon currently employs 120 staff. We recognise the importance of making Hexagon a great place to work and are committed to continuously improving staff engagement. We are a certified Great Place to Work organisation with IIP Gold. All of our staff are based at our office in Sydenham SE26 and although the office will be your place of work, our expectation is that office and home working is blended to ensure that it works for both staff and the organisation.

Our values are designed to enable us to:-

Put our **C**ustomers at the heart of what we do

Appreciate difference

Be **R**esponsible (and accountable)

Empower our people



The Team

We are Greater London Authority (GLA) Investment Partners developing new homes in the London boroughs of Southwark, Lewisham, Greenwich, Bexley and Croydon.

We are completing delivery over 150 new homes over the next two years, largely funded by the GLA Affordable Homes Programme and we are also seeking to deliver more homes through the purchase of S106 opportunities.

Approximately 60% of the programme is shared ownership, with the rest being London affordable rent and social rent. We have a small number of outright sale homes too.

The projects on site are land led, and some schemes have suffered setbacks due to contractor insolvency, which has led to delays and cost increases, so it is a complex, risky but very interesting programme to deliver.

In addition, over the next two years, we will be selling around 100 new homes, predominately shared ownership. We also oversee the re-sale of existing homes, as well as staircasing transactions, lease extensions, and Right to Acquire transactions.

The Development and Sales team currently comprises 2 Project Managers, a Senior Sales Executive, a Sales Executive and an Interim Administrator to progress the projects to completion and end of defects liability period. The team is currently being led by an Interim Development Director, following recent staffing changes.

We are looking to turn the Interim Administrator post into a permanent Development and Sales Administrator. This person will be a key team member and will assist to progress schemes towards completion and handover, while also helping progress sales and overseeing the defects process.

We are looking for an experienced versatile and solution focussed Development and Sales Administrator who is proactive to achieve results, works well in a diverse team, and has good organisational skills. This individual will work across different workstreams and thus should be responsible and have a good ability to prioritise tasks.

Job Description

Job title: Development & Sales Administrator

Responsible to: Development & Sales Director

Grade: Administrator

Purpose: Provide wide ranging administrative support to help ensure the effective delivery of Development and Sales activity including managing defects, reporting on resident satisfaction and providing assistance to the sales team.

Principal Accountabilities:

1. Provide administrative support to the Development and Sales team, including organising meetings, project workflows, updating records/spreadsheets, archiving, processing invoices, dealing with queries, taking minutes, preparing mail merges, managing customer telephone and email enquiries.
2. Manage the defects reporting process for all new schemes ensuring that service standards are met, and defects are resolved. This includes liaising with residents, contractors, consultants, and Project Managers, maintaining accurate records, monitoring and reporting on contractors' performance.
3. Assist the Project Managers with compiling audit files.
4. Assist with GLA funding submissions and grant claims
5. Work with the Complaints team to provide suitable responses to customers, maintain accurate and up to date records, report on resident satisfaction surveys.
6. Collate information regarding sales and arrange mail-outs by email.
7. Assist the Project Manager in organising documentation. Attend technical tours pre-handover inspections of new schemes, property sales open days (occasionally on a Saturday) and shared ownership staircasing events.
8. Support the Development Project Managers in ensuring prompt payment of invoices and, when required, to code and process Purchase Orders on the Panacea Payments System.
9. Support the Director of Development and Sales in the production of reports, including departmental dashboard reports.
10. Help to maintain the sales data records for all sales including CORE registration, Shared Ownership sales, Open Market Sales, Right Buys and Right to Acquire.

11. Provide support in organising and facilitating sales events, including marketing material for events and promotions.
12. Respond to queries from potential purchasers.
13. Arrange social media marketing campaigns, maintain department intranet pages.
14. Maintain the department's Sharepoint site.
15. Provide aftercare support to new residents, contact and liaise with colleagues, financial advisors, solicitors, and valuers in relation to the sale of properties.
16. Work with Project Managers to ensure Building Manuals are downloaded onto SharePoint at Handover
17. Check and respond to all utility providers / council tax enquiries and process payments where appropriate
18. Carry out all duties with full regard to Hexagon's Equality & Diversity and Health & Safety Policies.
19. Carry out any other reasonable related duties assigned by the Senior Sales Executive and the Development & Sales Director.

General

20. Act always in accordance with Hexagon's published policies and procedures.
21. Maintain high standards of probity and confidentiality.
22. Take responsibility for self-development, attending training, supervision, appraisals, team meetings and staff conferences as required.
23. Carry out all other duties as may be reasonably be assigned

Notes

1. All tasks within this job description may be carried out on behalf of Hexagon Housing Association Ltd, its subsidiaries and any associated organisations.
2. Post holders will always be consulted before job descriptions are amended.

Person Specification

Skills Required

Level

Work Experience

Essential

Proven background in administrative work in an office or similar

Experience of maintaining efficient records, filing and management information systems

Experience of working for an affordable housing organisation

Aftercare/defects experience

Residential Sales experience

Desirable

Experience of using Civica CX or other Housing database system

Skills/Knowledge/ Abilities

Essential

Able to communicate effectively with a wide range of people (verbally and in writing)

Able to plan, organise and prioritise.

Excellent IT skills (Word, Outlook, Excel, sharepoint, databases)

Excellent numeracy skills to produce and maintain statistical information.

Personal Qualities

Positive “can do” attitude with a commitment to providing a high standard of service to colleagues, external clients, and residents.

Effective thinker uses initiative and pre-empts problems.

Willingness to continuously learn and development new skills and knowledge.

Willingness to work as part of a team and respond positively to requests for help.

Demonstrable commitment to Equal Opportunities and Diversity

You will only be short-listed from the details written on the application form if you meet all of the criteria ranked as Essential.

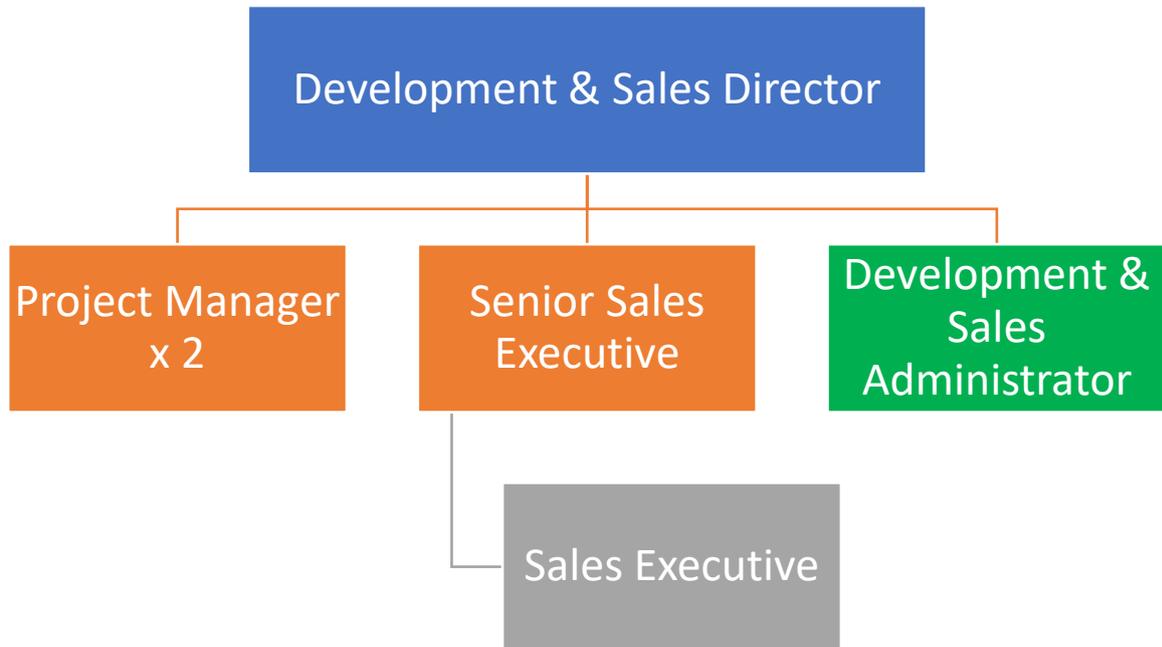
Our Culture Web and CARE Behaviours



Cultural Behaviours Matrix

Values	Customers at the heart	Appreciating difference	Responsible & accountable	Empowering people
All staff	<ul style="list-style-type: none"> Be polite Keep your promises Communicate updates regularly Listen and show empathy Be solution focused with a 'can do' attitude Ask and act on feedback from customers 	<ul style="list-style-type: none"> Seek to understand difference Treat people as individuals Be self-aware of own bias Be non-judgemental Be respectful 	<ul style="list-style-type: none"> Don't blame, just explain Don't pass the buck Acknowledge and follow up emails/queries within agreed times Keep calendar presence up to date Respect others' time 	<ul style="list-style-type: none"> Share skills and good practice Collaborate and work as a team Attend job/person centred training Be trusting and trustworthy Be constructive Ask for what you need to do your job
Managers	<ul style="list-style-type: none"> Embed the CATH principles Take ownership for customer experience Learn from customer feedback Listen and take action 	<ul style="list-style-type: none"> Be aware of individual staff traits Respect different ways of working Be flexible in setting objectives Be fair and equitable to all team members 	<ul style="list-style-type: none"> Listen to staff and explain when making changes Set intelligent SMART objectives Recognise achievements Be consistent Be results focused Put policies/procedures in place and make sure they are followed 	<ul style="list-style-type: none"> Promote ongoing learning for team members Set clear priorities and expectations Be supportive and flexible Step in with support when resolution is needed
Directors	<ul style="list-style-type: none"> Consider the impact of decisions on customers Be seen to be listening Be close to the 'frontline' Be strategic, seeing the bigger picture Guide change 	<ul style="list-style-type: none"> Be a champion and voice of diversity Be accessible and approachable Be fair in conflict resolution Set a positive performance management framework that recognises difference 	<ul style="list-style-type: none"> Set realistic but stretching objectives Be visible and interact with staff/residents Be honest and transparent Be open to constructive feedback 	<ul style="list-style-type: none"> Set clear direction and delegate Lead by example Get to know and value your people Provide recognition

Organisation Chart – Development & Sales



Principal terms and conditions

(For information purposes only)

Working for Hexagon

We pride ourselves on providing a working environment which allows people to enjoy what they do, develop their skills and fulfil their potential. We are accredited by Investors in People with Gold status, demonstrating our commitment to the development of our staff. We offer excellent conditions of employment, and training programmes.

1. Position

Development & Sales Administrator

2. Remuneration

Salary £27,798 - £30,727

3. Our generous range of benefits includes:

Core Benefits

- Defined Contribution Pension scheme.
- Career break scheme.
- Excellent Employee Assistance Programme (EAP)

Work life balance

- Hybrid Working/TOIL.
- Maternity, paternity & shared parental leave.
- Adoption Leave.
- Carers Leave.

Other Benefits

- Salary Sacrifice – Gym Membership Scheme.
- Salary Sacrifice – Car Leasing Scheme.
- Salary Sacrifice – Computer Scheme
- Season Ticket Loan
- Cycle 2 Work Scheme
- Private Medical Insurance

Rewarding our staff

- A comprehensive corporate training and development plan.
- Fully comprehensive induction and training for all employees.
- Staff Excellence Awards.
- Social Events.

4. Annual Leave

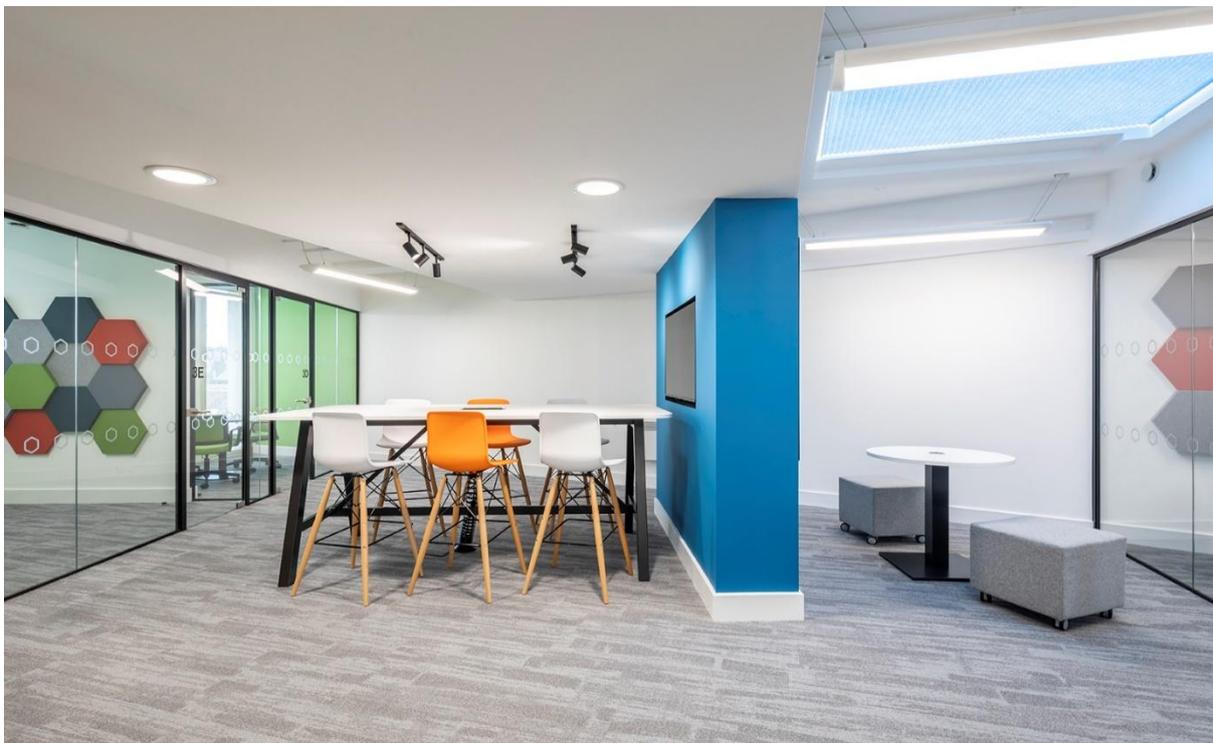
26 days plus 8 public holidays increasing by 1 day per annum up to 31 days.

5. Location

Your normal place of work will be our head office at 130-136 Sydenham Road Sydenham, London SE26 5JY. Hybrid Working (office/home) at least 2 days per week office based.

6. Working hours

Full time – 35 hours per week



A workspace at our Sydenham Road Office

The Advertisement

Development & Sales Administrator

Salary £27,798 - £30,727

Full-time – 35 hours per week

South East London - Hybrid

Hexagon is an innovative and responsive housing association working in partnership with a range of local authorities to meet housing needs across Southeast London. With a turnover of £40m, 120 staff and over 4,000 homes, Hexagon is continually improving the quality and range of our affordable homes and services.

As an organisation we are concerned with people, their homes, and communities. We make good quality, affordable housing, and services available to people in the local areas we serve, and work to extend opportunities and improve the neighbourhoods they live in.

Our Development and Sales team is responsible for delivering our on-site programme from start on site through to end of defects. You will play an integral role providing an effective and efficient administrative service to the Team in addition to liaising with our customers and contractors to manage the defects process. We are looking for a highly motivated individual with:

- a background of administrative work in an office environment or similar
- Experience of working for an affordable housing organisation
- Aftercare/defects and residential sales experience
- excellent communication skills
- excellent IT and numeracy skills (Word, Excel and databases)
- a positive “can do” attitude with a commitment to providing a high standard of service to colleagues and customers.

This role presents a brilliant opportunity to further your career with a dynamic Great Place to Work accredited company with IIP Gold that is committed to employee engagement, values its staff and provides a work environment that is built on flexibility, empowerment, and a commitment to support you to be the best that you possibly can. If you want to work with a fantastic team and feel proud of the contribution that you make each day, then we very much want to hear from you.

We will offer you training and supervision to help you achieve your full potential, and an excellent package including private medical insurance, pension scheme with 3 x salary life assurance, flexible hybrid working, and 26 days annual leave rising one day per year to 31 days.

Closing Date: Monday 6th April 2026

Interviews will be held in person on Wednesday 15th April 2026

We are committed to building a diverse workforce and making Hexagon an inclusive place to work where everyone can be themselves and feel valued for their contribution.

Accessibility and Adjustments

We are committed to providing reasonable adjustments throughout the recruitment process to ensure inclusivity. If you have any specific requirements, please contact recruitment@hexagon.org.uk

Key dates and the selection process

Closing date:	Please make sure your application is submitted by – Monday 6th April
Short listing:	Thursday 9th April
Interviews:	Will be held face-to-face at our offices in Sydenham SE26 on Wednesday 15th April, With Panel members (Development & Sales Director and HR & Facilities Officer)