



Hexagon

Business Support Intern

Recruitment Pack

April 2026



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Welcome letter

April 2026

Dear Candidate

Business Support Intern – 12 month fixed-term contract

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 **12 noon on Monday 27th April 2026.**

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 certificated 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

Thank you for showing an interest in the Business Support Intern post. Set out below is some background information about Hexagon, the department and the job, which we hope you will find useful.

Our Homes

Hexagon Housing Association owns and manages approximately 4200 homes in south-east London and Kent. Most of our homes are general needs housing and our portfolio of shared ownership and leasehold housing is growing, currently standing at 328 shared-ownership and leasehold homes. We also have approximately 250 supported housing homes, 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. This postholder will be responsible for monitoring the performance of our grounds maintenance and cleaning contractors ensuring they are working to the requirements of the contract.

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 homes include all types of accommodation ranging from modern purpose-built blocks of flats, through to Victorian houses converted into flats as well as traditional houses. We do not manage any large estates – our biggest single estate consists of 100 homes. We do manage a large number of small estates and blocks.

Our Office

The Directorate are based at our office in Sydenham, London SE26 along with all other Hexagon colleagues. Our office will be your place of work, although our expectation is that office attendance and home working are blended to work for the organisation and our colleagues.

The Directorate

The team is led by the Chief Executive. The Directors' focus for the coming years will be to provide strategic direction for the Organisation, planning and implementing our Corporate Objectives and Strategic Delivery Plans. You will work with the PA to the Chief Executive, providing administrative support to our directors.

Our Directors Group and Leadership Team meet monthly in the office.

Our Board

Hexagon is governed by a Board who oversee the running of the Association. We currently reserve four places on the Board for residents who can add a perspective to board decisions, informed by living in social housing.

The Board meets six times a year, currently on a Tuesday, starting at 4:30pm and finishing around 7:00pm. The Board also has four sub-committees; an Audit & Risk Committee, a Customer Services Committee, Investment Committee which both meet four times per year, and a People Committee which meets three times per year.

As Business Support Intern you gain hands-on experience of a wide range of corporate administrative duties. You will assist in arranging meetings and minuting Senior Management, and Committee Meetings. You will also provide admin support to our directors, assist with internal/external communications and organising events.

Job Description

Job title: Business Support Intern

Responsible to: PA to Chief Executive

Grade: London Living Wage

Purpose:

Assist with the provision of efficient administrative support to the Directorate Team, and servicing Senior Management/Committee Meetings.

Principal Accountabilities:

1. Provide administrative support to the Directors and support to the PA to the Chief Executive, including arranging meetings and managing email enquiries.
2. Assist with responding to enquiries from MPs and Councillors.
3. Draft agendas and co-ordinate the production of papers for the Customer Services, Investment Committee, Leadership Team and Risk Assessment Panel meetings.
4. Service these committees as required, including attending and taking minutes.
5. Assist with organising corporate events, such as Board/Committee meetings, and scheme openings.
6. Assist in ensuring that the Hexagon intranet (HIVE) is kept current and up to date in terms of general content and regular news updates.
7. Assist with the management of the communications email box, responding to queries or forwarding messages to other areas of the business as appropriate.
8. Assist with special projects (e.g. communication updates, mailouts).

General

1. Act always in accordance with Hexagon's published policies and procedures.
2. Maintain high standards of probity and confidentiality.
3. Take responsibility for self-development, attending training, supervision, appraisals, team meetings and staff conferences as required
4. 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 – Business Support Intern

Skills Required	Level
Qualification	Essential Degree in Business Administration or related field
Experience	Essential Work/voluntary experience in administrative work in an office or similar.
Skills/Knowledge/Abilities	Essential Intermediate knowledge of MS Office (Word, Excel, Outlook, Sharepoint). Able to communicate effectively with a wide range of people (verbally and in writing) Good time management skills – able to meet deadlines while working to a high standard of quality and accuracy. Able to work both independently and collaboratively in a team environment.
Personal Qualities	Essential Ability to take accurate minutes of Committee Meetings. Positive “can do” attitude with a commitment to providing a high standard of service to colleagues, external clients, and residents. Able to attend early evening Board/Committee meetings. Willingness to continuously learn and development new skills and knowledge. An appreciation of difference and treats all people with dignity and respect. An interest in social housing, public services, or community focused work.

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

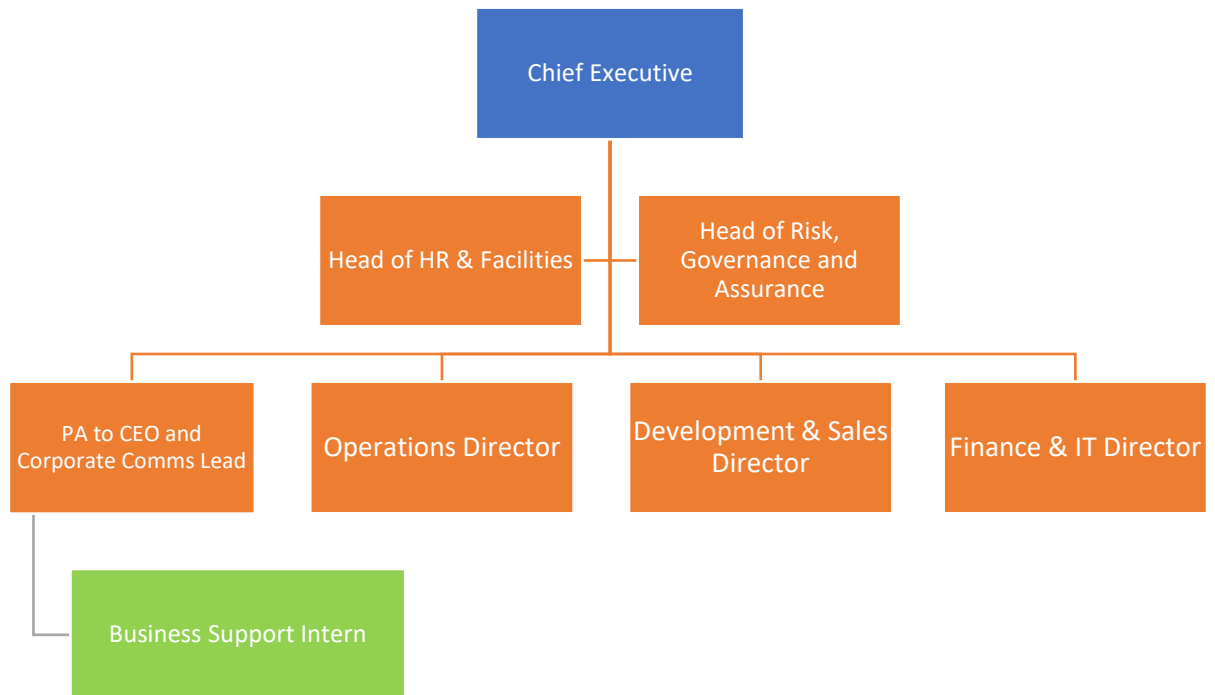
Our Culture Web and CARE Behaviours



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 –



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

Business Support Intern

2. Remuneration

Salary £26,939 (London Living Wage)

3. Our generous range of benefits includes:

Core Benefits

- Defined Contribution Pension scheme with 3 x salary life assurance.
- 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

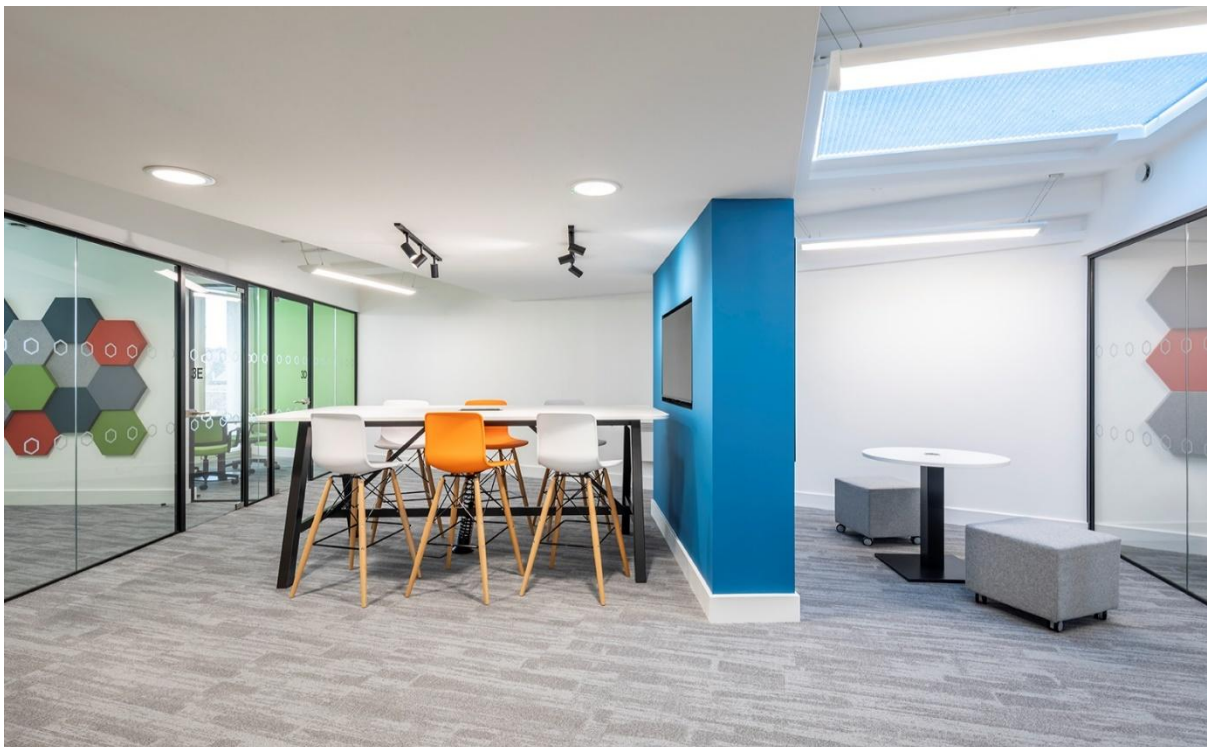
26 days plus 8 public holidays.

5. Location

Your normal place of work will be our head office at 130-136 Sydenham Road Sydenham, London SE26 5JY. Arrangements for Hybrid Working (office/home) will be discussed with the successful candidate. Minimum expected office attendance is 2 days per week.

6. Working hours

Full time – 35 hours per week



A workspace at our Sydenham Road Office

The Advertisement

Business Support Intern

Salary: £26,936 London Living Wage – 35 hours per week

Contract: 12 month fixed term with possibility of permanent role

Location: South East London Hybrid (2 days per week office)

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.

We are seeking an intern to join our Directorate Team. Reporting to the PA to the Chief Executive you will gain hands-on experience providing administrative support to Directors, servicing senior management and Committee meetings, assisting with organising corporate events and assisting with managing internal and external communications. The internship will be reviewed prior to the end of the 12 month contract with the possibility of a permanent position subject to satisfactory performance.

In addition to good educational attainment (Degree in Business Administration or related discipline) our ideal intern will have:

- Work/voluntary experience in admin in an office or similar environment
- Intermediate knowledge of MS Office (Word, Excel, Sharepoint)
- Ability to communicate effectively with a wide range of people
- Ability to work independently and collaboratively in a team environment
- Good time management skills – able to meet deadlines while working to a high standard of quality and accuracy
- Willingness to continuously develop and learn new skills and knowledge.
- An interest in social housing, public services or community-focused work.

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 (minimum 2 days per week office based), and 26 days annual leave.

Closing Date: 12 noon Monday 27th April 2026

Interviews will be held in person on Tuesday 5th May 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 – 12 noon on Monday 27th April.
Short listing:	Wednesday 29th April.
Interviews:	Will be held face-to-face at our offices in Sydenham SE26 on Tuesday 5th May. With Panel members (PA to Chief Executive and HR & Facilities Officer)