



Hexagon

HR & Facilities Administrator

Recruitment Pack

April 2026



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Welcome letter

April 2026

Dear Candidate

HR & Facilities 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 4th May 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 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

Thank you for your interest in the HR & Facilities Administrator role. Set out below is some background information about Hexagon, the department, and the role, which we hope you will find useful.

About Hexagon

Based in Sydenham, Hexagon is a community-based housing association with 4000 homes for rent or low-cost home ownership across 5 boroughs in South London. We are actively developing new homes and are committed to delivering an excellent service for our residents. We aim to put our residents at the heart of everything we do. This means involving our residents in the way we deliver the service. It also means a commitment to delivering consistent levels of excellent customer service.

What the HR & Facilities Team Does

The HR & Facilities team works to support Hexagon in its aim to deliver a great service to all our residents. We do this in a number of ways including ensuring that we hire the best staff to work for Hexagon and that staff have the equipment, skills and relevant training to do their jobs. We also ensure that staff receive the correct remuneration and benefits for the work they do and in line with their contracts of employment.

As well as HR we are also responsible for ensuring that the office building is maintained. The Health & Safety of all staff is also one of our principal considerations.

The Team and this Role

The team is a small team who work collaboratively and flexibly to get the job done. The team consists of the Head of HR & Facilities; Senior HR & Facilities Officer; HR & Facilities Officer; Learning & Development Adviser and the HR & Facilities Administrator.

This is a key role within the team and ensures that HR records are accurately maintained and that HR administration is completed within relevant timescales and to a high standard. The provision of a high-quality admin service ensures that the HR department operates effectively and efficiently.

As a team, we ensure that there is office cover every day from 9am-5pm and you will be required to work with the team to ensure that is the case. As a minimum, you will be expected to be in the office on Mondays and Tuesdays with some flexibility on other days.

Job Description

Job title: HR & Facilities Administrator

Responsible to: Senior HR & Facilities Officer

Purpose:

To provide an effective and efficient HR administrative service. To co-ordinate the provision of office services and maintenance.

Principle Accountabilities:

2. PRINCIPAL ACCOUNTABILITIES

Human Resources

2.1 Be accountable for the provision of efficient administrative services to the Team

2.2 Assist with training administration, ensuring that both internal and external training courses are efficiently organised.

2.3 Assist with recruitment administration, ensuring compliance with Hexagon's Recruitment Procedures.

2.4 Produce management information (e.g. sickness absence), ensuring accuracy and accessibility of data.

2.5 Resolve straightforward HR queries.

2.6 Arrange and service internal and external meetings ensuring that all papers required are checked, collated and despatched promptly. Produce minutes to a high standard and in a timely manner

2.7 Develop, update and maintain appropriate record keeping systems for the Department, in order that information is easily accessible as and when required.

Facilities

2.8 Issue, re-order, keep budget and stock records of office stationery, cleaning supplies, print and refreshments, ensuring that deliveries are stored immediately and distributed appropriately.

2.9 Deal with repairs requests. Ensure they are processed and completed promptly.

2.10 Maintain the Asset Register and organise repairs or replacement of office furniture or equipment in accordance with the budget process.

2.12 Manage the destruction of offsite archived records in accordance with Hexagon's retention policy.

2.13 Negotiate annual maintenance agreements for fire, security and boiler systems. Monitor routine maintenance visits for fire, security and boiler systems ensuring that they have been performed in accordance with the maintenance agreement.

2.14 Carry out all duties with full regard to Hexagon's Equality & Diversity and Health & Safety Policies.

2.15 Any other related duties assigned by the Senior HR & Facilities Officer or HR Manager.

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 – HR & Facilities Administrator

Skills Required	Level
Work Experience	Essential
	<p>Experience of administrative work in an office or similar environment</p> <p>Experience of planning, organising and prioritising own work</p> <p>Experience of handling sensitive and confidential information with complete discretion</p>
	Desirable
	Experience of HR and training administration
Skills/Knowledge/Abilities	Essential
	<p>Excellent IT skills (including Word, Excel, Outlook, SharePoint, databases)</p> <p>Ability to communicate effectively with a wide range of people verbally and in writing</p> <p>Ability to perform numerical calculations to produce KPIs</p>
Personal Qualities	Commitment to team working
	Demonstrable understanding of and commitment to Equal Opportunities and Diversity
	Positive 'can-do' attitude with a commitment to maintaining a high standard of service delivery
	Effective thinker, uses initiative and pre-empts problems
Qualifications	CIPD Level 3 or willingness to undertake this qualification

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

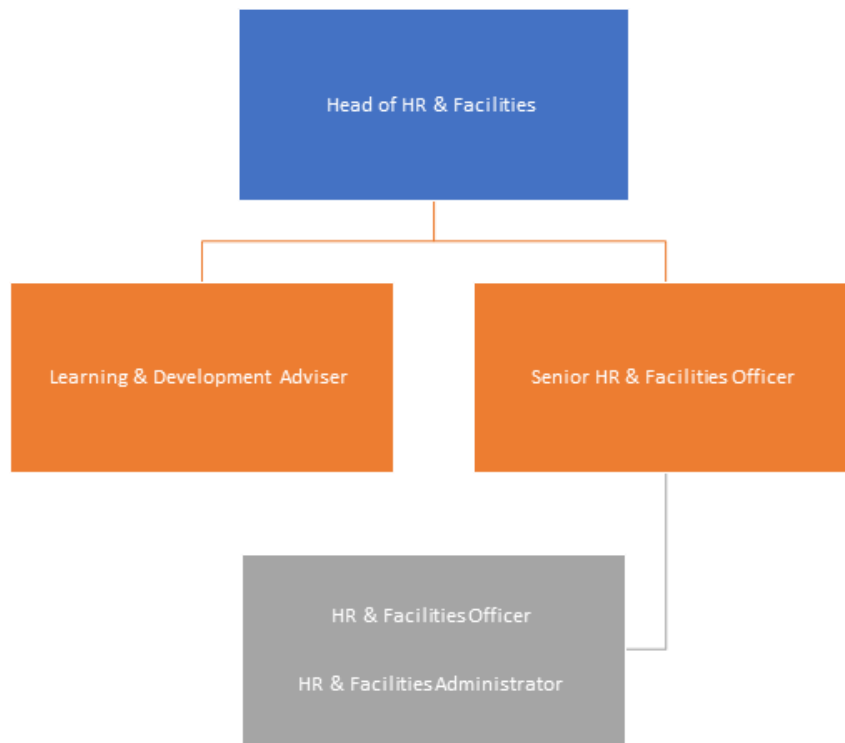
Our Culture Web and CARE Behaviours



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 – HR & Facilities



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

HR & Facilities Administrator (part-time)

2. Remuneration

Salary £27,797 - £28,795 (pro-rata)

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

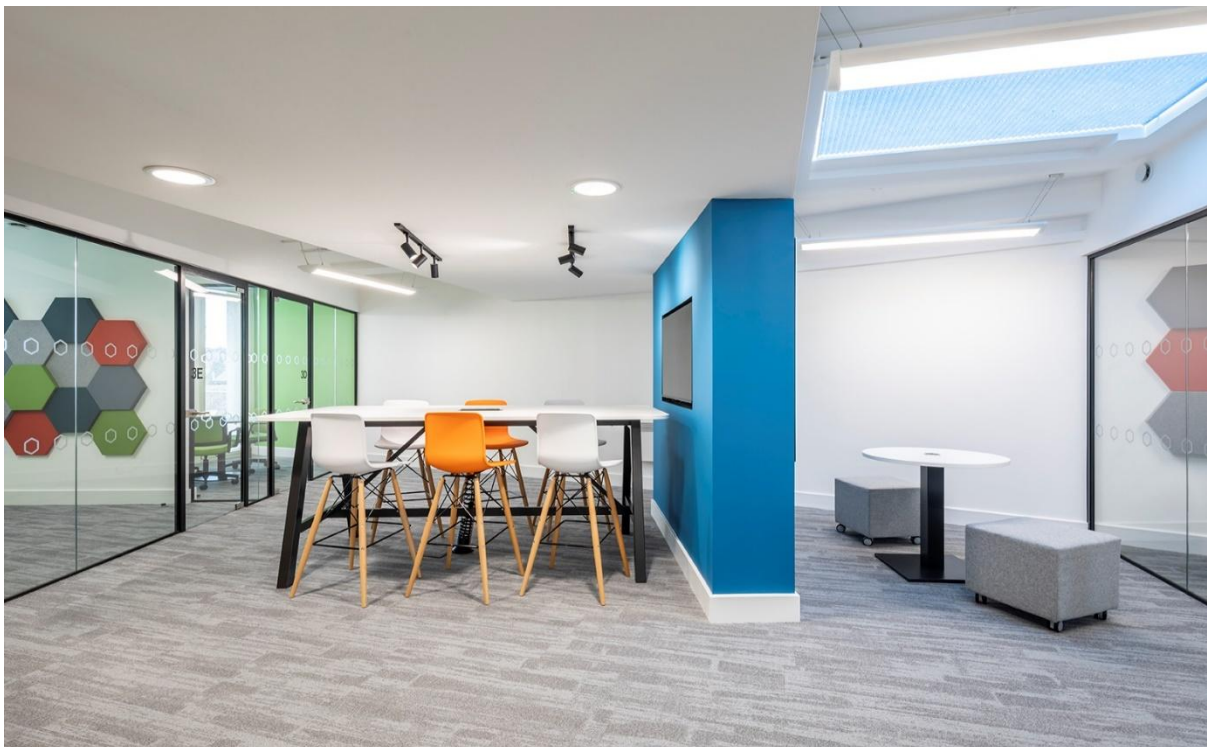
26 days plus 8 public holidays increasing by 1 day per annum up to 31 days (pro rata).

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.

6. Working hours

Part time – 24 hours per week



A workspace at our Sydenham Road Office

The Advertisement

HR & Facilities Administrator

Salary £27,797 - £28,795 (pro-rata)

Part-time – 24 hours per week (Mon-Weds, Thurs am or pm)

South East London (hybrid working)

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 looking for an experienced, people-focused administrator to join our HR & Facilities team where no two days will be the same. From dealing with all stages of recruitment administration; being the main point of contact for HR queries or ensuring that stocks of office supplies are maintained, you will thrive in a busy, fast paced environment. This is an ideal role for you to develop your HR career.

Our ideal candidate will have:

- Experience of admin work, ideally in a HR or Training environment
- Excellent IT skills
- Experience of handling sensitive and confidential information
- A positive 'can-do' approach
- Experience of planning, organising and prioritising your own 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 expectation is 2 days per week office based), and 26 days annual leave rising one day per year to 31 days.

For further details and how to apply, please visit our website at www.hexagon.org.uk. No agencies

Closing Date: Monday 4th May

Interviews will be held on Thursday 14th May

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 4th May 2026
Shortlisting:	Tuesday 5th May 2026
Interviews:	Will be held face-to-face at our offices in Sydenham SE26 on With Panel members – Head of HR & Facilities and HR & Facilities Officer



Hexagon Housing Association Ltd

We're Great Place to Work-Certified™!

94%

of our employees said that when you join the company, you are made to feel welcome

Source: 2024 Great Place To Work Trust Index® Survey