

Hexagon

# Administrator (Disrepair/Damp & Mould)

## Recruitment Pack

June 2026



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# Welcome letter

June 2026

Dear Candidate

## **Administrator Disrepair/Damp & Mould Part Time 17.5 hours per week - 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 CV & supporting statement reaches us by **Sunday 7<sup>th</sup> June**.

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.

To apply you will need to send your CV and supporting statement to [recruitment@hexagon.org.uk](mailto:recruitment@hexagon.org.uk) In your supporting statement, please tell us how you meet the requirements of the person specification.

Good luck!

**Hexagon Human Resources**

**Tel:** 0208 768 7941

**Email:** [recruitment@hexagon.org.uk](mailto:recruitment@hexagon.org.uk)

**Web:** [www.hexagon.org.uk/careers](http://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

**A**ppreciate difference

Be **R**esponsible (and accountable)

**E**mpower our people



# Job Description

## HEXAGON HOUSING ASSOCIATION LTD

### JOB DESCRIPTION

#### POST: ADMINISTRATOR (Disrepair/Damp & Mould)

**REPORTS TO:** Senior Project Surveyor

**PURPOSE:** Provide a high quality administrative service to the Disrepair and Damp and Mould Teams.

#### PRINCIPAL ACCOUNTABILITIES

1. Check and process invoices on the Repairs system, in compliance with Technical Services procedures and the delegated authority of the post-holder and other staff. Ensure accurate records are maintained, and that as far as it is possible for the post-holder to assess, value for money is being obtained.
2. Keep records of outstanding and disputed invoices and chase the signing off or resolution of such invoices.
3. Arrange manual payment of non-approved contractors and maintain records of such payments.
4. Maintain records of outstanding works orders and liaise with contractors to ensure completion of the works.
5. Deal with all incoming enquiries and draft response to complaint letters ensuring that records of correspondence are kept up to date.
6. Receive calls from Customer Services and externally and resolve tenants queries by liaising with Housing Management, Care & Support and Contractors.
7. Maintain the department's sickness/annual leave form ensuring information is correct and updated on a weekly basis.
8. Maintain the void properties spreadsheet ensuring information is obtained from the Area Surveyors in a timely manner.
9. Maintain records and filing systems for the Team. Examples might include information on handovers of new developments, Tenant Questionnaire responses, technical library, staff absence records, and archive records as well as property files.
10. Organize and maintain administrative systems and stationery supplies for the Team, including ensuring all communal systems are effectively maintained.
11. Service internal meetings, including the preparation and circulation of minutes and agenda papers.
12. Provide occasional cover for the Customer Service Centre, or other Administrators in other departments, as required.
13. To carry out all duties with regard to Hexagon's Equality & Diversity and Health & Safety Policies.
14. Any other duties as assigned by the Senior Project Surveyor.

## Notes

1. All tasks within this job description may be carried out on behalf of Hexagon Housing Association Ltd, it 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

#### Desirable

Experience of using Civica CX or other Housing database system  
Experience of working for an affordable housing organisation in a repair setting

#### 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 if you clearly set out how you meet all of the criteria ranked as Essential in your supporting statement.**

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

# 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

Administrator (Disrepair/Damp & Mould) Part Time Fixed Term 12 Month Contract

### 2. Remuneration

Salary £13,899 - £15,363 for 17.5 hours per week.

### 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**

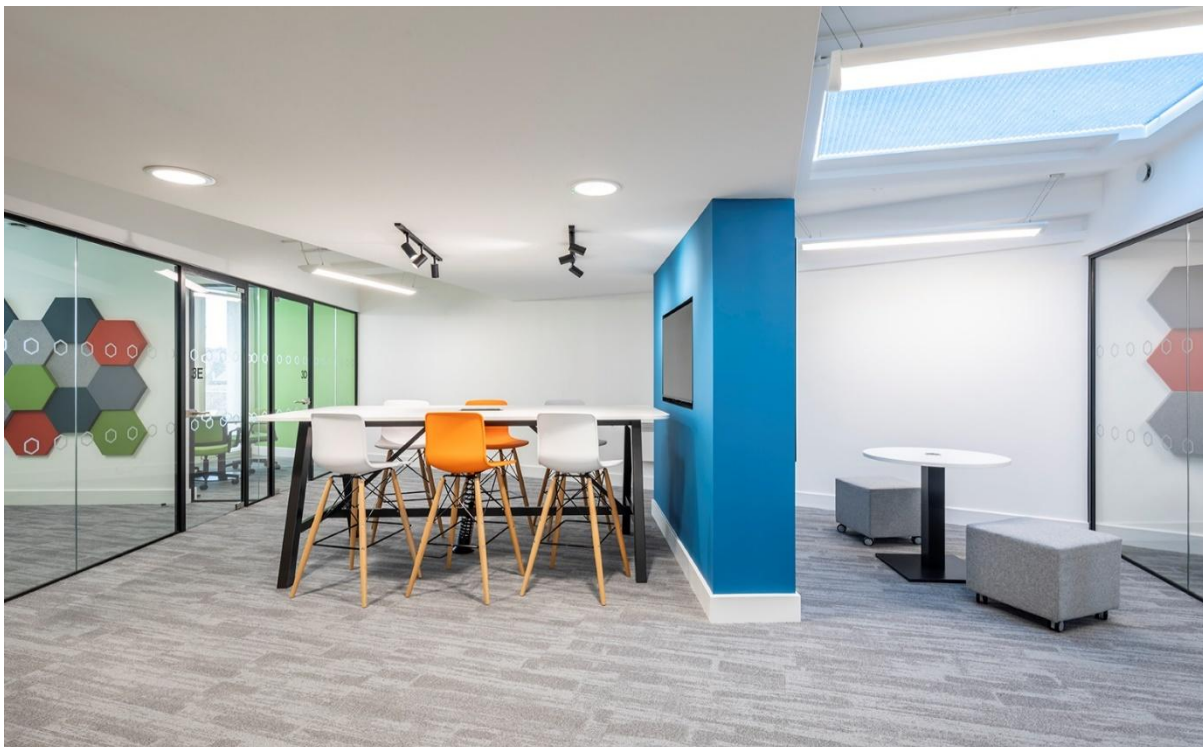
13 days plus 8 public holidays

#### **5. Location**

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

#### **6. Working hours**

Part-Time 17.5 hours per week



*A workspace at our Sydenham Road Office*

## The Advertisement

Administrator (Disrepair & Damp & Mould)

Salary £13,899 – £15,363

Part Time – 17.5 hours per week

Fixed Term 12 month contract

South East London - Hybrid

Housing owns and manages over 4000 general needs homes in South-East London. We take pride in providing high quality services to our customers, are committed to raising the quality of our services and putting residents at the heart of what we do. We are looking for an excellent administrator to join our Property Services Team on a part time 12 month fixed term contract.

You will have experience of administrative work in an office or similar environment; intermediate skills in Word and Excel and experience of working with databases. Your excellent communication skills will help to ensure the delivery of a high standard of customer service. The ability to plan and prioritise your own work, attention to detail and a methodical approach are essential attributes. Experience of working within a busy property services team would be desirable.

This is a part time role for 17.5 hours per week, we can be flexible on how those hours are worked across the week. You will need to work in the office for 1 or 2 days per week (depending on how the hours are split across the week).

In return you will join an award-winning organisation committed to employee engagement, where every employee is valued and listened to. We will offer you excellent personal development, training and supervision to help you achieve your full potential, and an excellent package including pension scheme, performance related pay, flexitime, and generous annual leave entitlement.

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.

**Closing Date for Applications: Sunday, 7th June 2026**

**Interviews will be held in person during the week commencing 15<sup>th</sup> June 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](mailto:recruitment@hexagon.org.uk)

## Key dates and the selection process

Closing date:	Please make sure your application is submitted by – <b>Sunday 7<sup>th</sup> June 2026</b>
Short listing:	<b>Wednesday, 9<sup>th</sup> June 2026</b>
Interviews:	Will be held face-to-face at our offices in Sydenham SE26 during <b>the week commencing 15<sup>th</sup> June 2026.</b>