



Hexagon

Responsive Repairs Complaints Administrator 12-month contract Recruitment Pack

August 2026



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Welcome letter

August 2026

Dear Candidate

Responsive Repairs Complaints Administrator 12 Month 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 Tuesday 1st September 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 Responsive Repairs Team

Thank you for showing an interest in the Responsive Repairs Complaints Administrator role . Below is some background information about Hexagon and this role, which we hope you will find helpful.

Our Repairs service is probably the most important service that Hexagon provides. In addition to the Stock Improvement service, the Repairs service is one of the main services by which our residents judge us, and as an organisation, we are absolutely determined to provide an excellent service to all our customers.

The post holder will be required to provide a high-quality administrative service to the Responsive Repairs Complaints Project Manager and the wider Responsive Repairs Team. You will be communicating with our residents on a daily basis, dealing with incoming queries, drafting responses to complaints letters and chasing up outstanding repairs.

This is an important role within our Responsive Repairs Team and the post holder will be assisting the department to achieve higher levels of customer service satisfaction.

The Responsive Repairs Team is led by the Responsive Repairs Manager who reports to the Head of Property & Building Safety. The Team are responsible for day to day repairs to all our properties – approximately 4500 homes.

Our office

All staff are based at our office in Sydenham, London SE26. Our office will be your place of work, although we work in a hybrid way and our expectation is that office attendance will be a minimum of 2 days per week.

Resident Involvement and Community Investment

Hexagon has a good reputation for involving our residents in the management of their homes; the work is co-ordinated by our Community Investment & Resident Involvement Team.

Hexagon as an Employer

We recognise the importance of making Hexagon a great place to work and are committed to continuously improving colleague engagement.

Job Description

Job title: Responsive Repairs Complaints Administrator

Responsible to: Responsive Repairs Complaints Manager

Purpose: Manage the Responsive Repairs department's invoice system and respond to complaints and requests for information. Provide a high quality administrative service to the Responsive or Stock Improvement teams

Principle 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 Responsive Repairs 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 – Job Vacancy

Skills Required	Level
Work Experience	Essential Experience of administrative/secretarial work in an office or similar environment (can include voluntary work) Experience of using Excel and Word at intermediate level Experience of maintaining efficient records and systems as well as maintaining management information systems Experience of working on own initiative and under pressure
Skills/Knowledge/Abilities	Essential Ability to communicate effectively verbally and in writing with a wide range of people Ability to plan, organise and prioritise own work Good numeracy skills
Personal Qualities	Essential Willing to work as part of a team and respond positively to requests for help Commitment to providing a high quality service to colleagues, external clients tenants and residents. Appreciates difference and treats all people with dignity and respect.

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

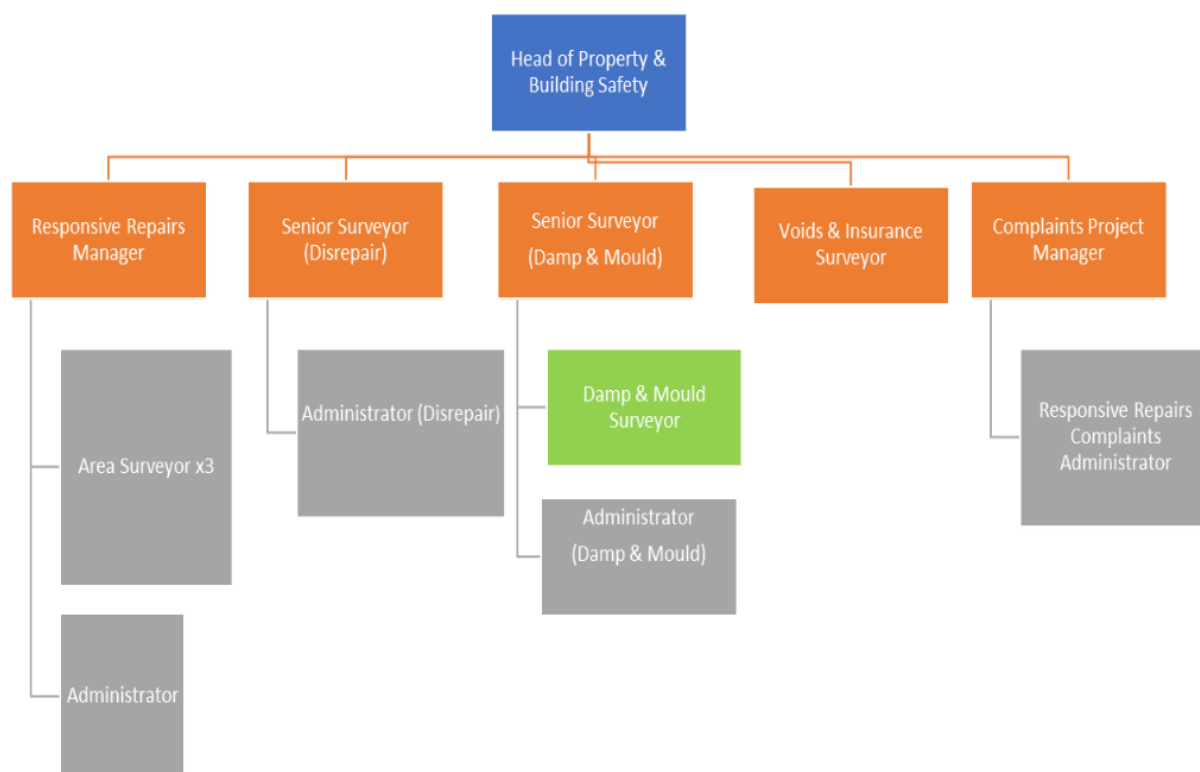
Our Culture Web and CARE Behaviours



Cultural Behaviours Matrix

Values	Customers at the heart	Appreciating difference	Responsible & accountable	Empowering people
All staff	- 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	- Seek to understand difference - Treat people as individuals - Be self-aware of own bias - Be non-judgemental - Be respectful	- 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	- 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	- Embed the CATH principles - Take ownership for customer experience - Learn from customer feedback - Listen and take action	- Be aware of individual staff traits - Respect different ways of working - Be flexible in setting objectives - Be fair and equitable to all team members	- 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	- Promote ongoing learning for team members - Set clear priorities and expectations - Be supportive and flexible - Step in with support when resolution is needed
Directors	- 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	- 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	- Set realistic but stretching objectives - Be visible and interact with staff/residents - Be honest and transparent - Be open to constructive feedback	- 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

Responsive Repairs Complaints Administrator (12-month contract)

2. Remuneration

Salary £27,798 - £30,727 depending on experience

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

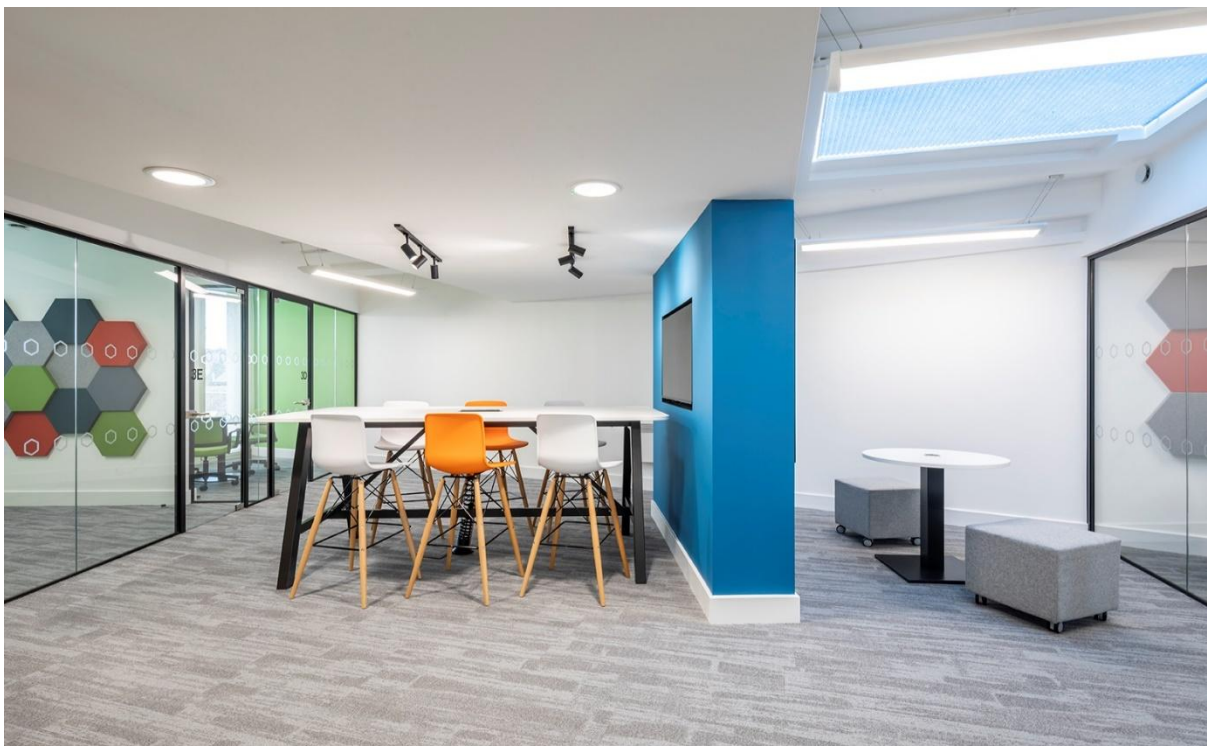
26 days plus 8 public holidays increasing by 1 day per annum up to 31 days.

5. Location

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

6. Working hours

Full time – 35 hours per week



A workspace at our Sydenham Road Office

The Advertisement

Responsive Repairs Complaints Administrator

£27,798 - £30,727 depending on experience

12 month contract (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.

Reporting to the Responsive Repairs Complaints Manager, you will provide a high-quality administrative service, deal with incoming complaints from our residents in relation to day-to-day repairs of their homes, draft responses to complaint letters, chase up on outstanding repairs and ensure that all records of correspondence are kept up to date. Our ideal candidate will have:

- Experience of administrative/secretarial work in an office or similar environment (can include voluntary work)
- Experience of using IT packages (inc Word/Excel/Sharepoint) at intermediate level
- Experience of working on own initiative and under pressure
- Excellent communication skills, verbal and written
- Commitment to providing a high-quality service to our residents and staff.

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 support your continued professional development, 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.

Closing Date: Tuesday, 1st September 26

Interviews will be held on Monday 14th September 26 (face to face)

To download a recruitment pack and application form, please visit www.hexagon.org.uk/careers.

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 – Tuesday 1 st September 2026
Short listing:	Friday 4th September 2026
Interviews:	Will be held face-to-face at our offices in Sydenham SE26 on Monday 14th September 2026 With Panel members Responsive Repairs Complaints Manager & 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