



Commonweal Housing
 Unit 581-584, 3rd Floor,
 Salisbury House,
 Finsbury Circus,
 London, EC2M 5SQ

JOB DESCRIPTION

Office & Property Compliance Administrator

Job title	Office & Property Compliance Administrator
Reports to	Chief Executive Officer
Contract	Permanent, part-time – 0.6 FTE / 21 hours per week, initially subject to review after 6 months
Salary	£30,000 FTE (£18,000 per annum at 0.6 FTE)
Location	Liverpool Street/Moorgate, London, with hybrid working
Office attendance	Commonweal operates a flexible hybrid working policy. Staff are required to attend the office at least two days per week, one of which is the Tuesday anchor day.

About Commonweal Housing

Commonweal is an independent charity, with a small core staff team of 9, overseen by a voluntary Board of Trustees, working to investigate, pilot and champion housing based solutions to social injustice. Using our charitable resources, we provide experts and partner organisations with the opportunity to trial and test new approaches designed to enhance housing equality and justice. Independently evaluating each of our projects we share our experiences, using this learning to inspire new thinking. Through the replication of what works and the lessons from what doesn't, we influence changes in policy and practice. In addition, we commission other research identifying and spotlighting new areas of housing injustice.

Role purpose

The Office & Property Compliance Administrator provides high-quality administration across three important areas of Commonweal's work: property and compliance administration, governance support, and the effective running of the office. The postholder will help ensure that Commonweal has accurate, up-to-date information about its property portfolio, that key compliance and administrative requirements are tracked and followed through, and that the Board, CEO, DCEO and wider team receive reliable administrative support.

Commonweal owns a small portfolio of properties that are leased to project partners, including charities and housing and support organisations. The postholder will work with internal colleagues and external managing agents, surveyors, contractors, suppliers and professional advisers to support Commonweal in fulfilling its responsibilities as a property owner. The role also provides administrative support when properties are acquired, sold, handed back, made ready for use or otherwise change status.

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Key responsibilities

1. Property and compliance administration

- Maintain accurate and up-to-date administrative records for Commonweal's property portfolio, including property status, occupancy/void information, key dates, compliance documentation and outstanding actions.
- Maintain and monitor records of leases, rent review dates, licences, compliance certificates and other property documentation, escalating upcoming deadlines or gaps to the appropriate colleague.
- Liaise regularly with managing agents, Commonweal's surveyor, contractors, project partners and other external contacts to obtain updates and ensure agreed actions are followed through.
- Maintain clear oversight of outstanding repairs, planned and cyclical works and other property-related actions, ensuring that the current position is recorded accurately and that delays or issues are flagged promptly.
- Support the administration of void properties and properties being prepared for letting or use, including maintaining accurate information on possession, inspections, outstanding works and readiness for occupation.
- Coordinate and maintain records relating to utilities and other property services, including liaison with providers and relevant external contacts.
- Support administrative processes connected with property acquisitions and disposals, including liaising with estate agents, solicitors, consultants and internal colleagues, tracking actions and maintaining records.
- Ensure property files and electronic records are complete, well organised and readily accessible to colleagues.
- Provide accurate property information and administrative updates to colleagues for internal management, reporting and governance purposes.
- Identify missing, inconsistent or overdue information and proactively follow up with the relevant person or organisation rather than relying on unverified information.

2. Governance and Board administration

- Provide high-quality administrative support to Commonweal's Board of Trustees and relevant committees.
- Coordinate meeting dates and practical arrangements, working with the CEO and other colleagues as required.
- Support the preparation and collation of agendas, papers and Board packs and ensure they are circulated in a timely and organised way.
- Attend meetings as required and produce accurate, concise minutes and action records.

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- Maintain Board and governance records, including meeting papers, approved minutes and action logs.
- Track agreed actions and follow up with responsible colleagues ahead of meetings.
- Provide other governance administration as required to support effective and well-organised Board business.

3. Office and organisational administration

- Support the smooth day-to-day running of Commonweal's office and act as a key administrative contact for staff.
- Coordinate office suppliers, service providers and relevant contracts, ensuring records, renewal dates and contact information are kept up to date.
- Support office health and safety administration and the maintenance of relevant records and checks.
- Support the administration of IT, equipment and office systems, liaising with external providers and escalating issues where necessary.
- Act as a first point of contact for general enquiries and ensure enquiries are directed or responded to appropriately.
- Provide reliable administrative support to the CEO, DCEO and wider team, including scheduling, document preparation, record keeping and other reasonable administrative tasks.
- Help maintain effective shared filing, information-management and administrative systems across the organisation.
- Contribute to team meetings and organisational activities and provide cover or support to colleagues where reasonable and appropriate.

4. Working relationships and ways of working

- Build constructive working relationships with colleagues, Trustees, project partners, managing agents, surveyors, contractors, suppliers and professional advisers.
- Communicate clearly and professionally, following up actions and seeking clarification where information is incomplete or uncertain.
- Manage competing priorities and deadlines, using judgement to identify matters requiring urgent attention or escalation.
- Handle confidential and sensitive information appropriately and in accordance with Commonweal's policies and data-protection requirements.
- Work collaboratively as part of a small team, recognising that flexibility and a willingness to support colleagues are important in a small organisation.

General responsibilities

- Work in accordance with Commonweal Housing's values, policies and procedures.

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- Promote equality, diversity and inclusion in all aspects of the role.
- Take reasonable responsibility for personal health and safety and contribute to a safe working environment.
- Maintain appropriate confidentiality and comply with data-protection requirements.
- Undertake other reasonable duties consistent with the level and purpose of the role.
- The duties described in this job description may be reviewed from time to time to reflect the needs of the organisation.

Person specification

The criteria below describe the skills, experience and approach required for the role.

Criteria	Essential	Desirable
Strong organisational and time-management skills, with the ability to manage multiple priorities and deadlines.	✓	
Experience in a busy administrative or coordination role requiring accuracy, follow-through and good record keeping.	✓	
Experience of supporting Boards, committees or formal meetings, including preparing papers and taking minutes.	✓	
Excellent written and verbal communication skills.	✓	
Confidence liaising with external suppliers, contractors, agents or professional advisers and following actions through to completion.	✓	
Strong attention to detail and the ability to maintain accurate records and identify missing or inconsistent information.	✓	
A proactive approach to problem solving, including knowing when to seek clarification or escalate an issue.	✓	

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Good IT skills, including Microsoft Office/365 and confidence using shared electronic filing and administrative systems.	✓	
Ability to work independently while contributing positively to a small, collaborative team.	✓	
Ability to handle confidential information with discretion and professionalism.	✓	
Knowledge or experience of property, lease, lettings, housing or property-compliance administration.	✓	
Experience of working in a charity, housing organisation or other mission-led environment.		✓
Experience supporting property acquisitions, disposals, repairs, compliance or void-management administration.		✓

Scope of the role

This is an administrative and coordination role. It is responsible for maintaining accurate records, tracking actions, liaising with relevant parties and ensuring information is current and accessible. Specialist project legal work and responsibility for creating or negotiating project leases and agreements sit elsewhere within the Project Team; the postholder will support the administration and record management associated with those documents where required.