

January 2025



Women's  
Pioneer Housing  
Est 1920

# Recruitment Pack

## Executive Assistant



# WELCOME TO WOMEN'S PIONEER HOUSING

I am delighted that you are considering joining Women's Pioneer Housing. This pack has been prepared to provide further information about us and the role of Executive Assistant. Hopefully the information will stimulate you to apply.

Women's Pioneer Housing has an extraordinary legacy. We were founded in 1920 by women and men who understood the link between providing women with good quality affordable accommodation and the wider fight for women's equality. We have always held true to this mission and after 100 years since our formation, gender inequality remains a huge issue. The need for an organisation that understands, and champions women's housing needs continues to be relevant. A safe home is the foundation in supporting our residents' independence and delivering excellent landlord services is key to maintaining that independence.

We house single women of all ages, and we are the largest provider of sheltered housing in Kensington and Chelsea. We are committed to working closely with our residents to review and continuously improve our homes and services, ensuring that our residents can influence the way we provide our services.

We have an ambitious development programme, including our scheme at Wood Lane which will deliver 60 new high-quality homes and our development in Ealing that will deliver over 100 new high-quality homes in 2026.

We also aim to be a leading voice on women's housing issues raising awareness of gender inequality and intersecting inequalities linked to race, sexuality, disability, age etc.

We have an experienced executive management team, positive staff infused with energy as we continue to grow, a Board that is incredibly committed, and a strong focus on our values.

If what we say and do inspires you and you can demonstrate commitment to delivering a service in line with our values, we encourage you apply.

Yours sincerely,

*Tracy Downie*

Chief Executive

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# ABOUT US

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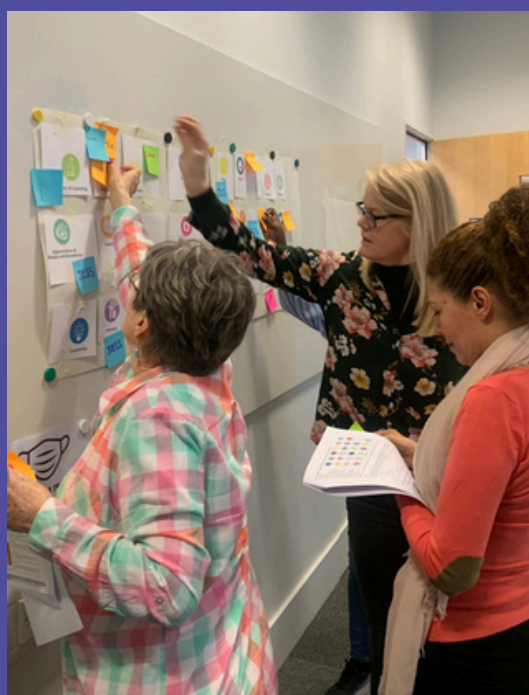
Women's Pioneer Housing own almost 1000 properties in eight boroughs in west and north-west London: Kensington & Chelsea, Hammersmith & Fulham, Camden, Ealing, Wandsworth, Hillingdon, Harrow, and Westminster. 80% are studio and one-bedroom flats, mostly in converted Victorian buildings, many of which are listed or in conservation areas. There are also 90 leasehold flats, and a small but growing number of higher rental investment properties that fund our future development plans.

Our sheltered housing for single women over 60 is located in Kensington & Chelsea, where we are the largest sheltered housing provider. We have 178 flats for women over 60 who wish to live independently in their own home but with added security and back-up support on site and on call.

**Our Vision:** For all single women across London to have access to a safe, secure, and affordable home.

**Our Mission:** To offer single women access to safe, secure and good quality affordable homes and services that enable women to live a good quality of life. To influence other housing providers so they understand the needs of single women and offer services that meet this need.

**Our Values:** We put our residents first, nurture great relationships through open and trusted communication, we value equality, inclusivity, and empowerment, and we provide a respectful and safe environment to all members and residents of WPH.



# EXECUTIVE ASSISTANT

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**Title: Executive Assistant**

**Salary: £18,563 pro-rata (FTE £30,939)**

**Location: Activity-based/Hammersmith**

**Hours: 21 per week, including Tuesdays in the office**

**Contract Type: Permanent**

These are exciting times for Women's Pioneer Housing. We are developing over 160 new homes for single women in West London, including brand new offices on our site at 227 Wood Lane.

Founded in 1920 by women and men who understood the challenges faced by women trying to secure affordable, safe and independent housing at the time. The need for safe, secure, affordable housing for single women is as great as ever. We remain committed to making a positive difference to women's lives by providing high quality homes and services.

We have been creating new roles to support our growth, our people and continue our commitment to providing excellent customer services as we embark on this new, exciting chapter of service improvement. Working alongside the Corporate Services team and reporting directly to the CEO, the Executive Assistant will be the first point of contact for enquiries referred to the CEO and will provide an effective administrative support.

You will already be working in a customer-focused environment and will be able to balance priorities, resolve queries and manage a wide-ranging portfolio. You will have intermediate MS Office skills, particularly in Outlook, PowerPoint and Word. An ability to quickly grasp other software packages will be a distinct advantage. An understanding of social housing is preferred but not essential – a great attitude, ability to adapt and learn are important attributes - respect for our residents and a commitment to delivering a 1st class service is key to this role.

We are a small team and work together to deliver shared objectives. If you are passionate about bringing excellence, are a good team member and can demonstrate an interest in and commitment to our work, we would love to hear from you.

More details of the association and how to apply are available on [www.womenspioneer.co.uk](http://www.womenspioneer.co.uk).

If you would like an initial discussion to find out more about this role, please contact Susan Bernard - Head of Corporate Services ([Susan.Bernard@womenspioneer.co.uk](mailto:Susan.Bernard@womenspioneer.co.uk)); or Tracey Downie - Chief Executive ([Tracey.Downie@womenspioneer.co.uk](mailto:Tracey.Downie@womenspioneer.co.uk)).

**Closing Date: 23:59 Sunday 9th February 2025**

**Interviews and assessment: Friday 21st February 2025**

# ROLE PROFILE

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**Line Manager:** Chief Executive

**Direct reports:** None

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## Purpose of the Role

- To be the first point of contact for enquiries referred to the CEO, maintain an information database and to provide effective administrative support to the CEO.
  - Working with colleagues to provide a collaborative and cohesive service which reflects a high degree of professionalism.
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## Key Relationships

- Internal: All staff and Board members.
  - External: WPH residents, resident advocates, WPH contractors and service suppliers, housing sector organisations and all visitors to WPH.
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## Key Responsibilities

- Promoting a positive and professional image of Women's Pioneer Housing, our values and services by providing a reliable point of contact for enquires to the CEO ensuring that incoming telephone calls, letters or emails are acknowledged and dealt with politely and effectively.
- Make travel arrangements for the CEO when asked, including booking trains, taxis, and accommodation
- Administrative support to the CEO playing a key role in ensuring that the CEO works effectively including by taking messages on their behalf, arranging meetings, sourcing / ordering venues, catering and facilities for meetings when asked.
- Working with other administrators across the organisation to evaluate and implement new IT solutions and provide cover in other areas as required to maintain an effective administrative resource to the CEO.
- Maintain the CEO's diary and take minutes for CEO internal and external meetings as required, providing support for the Governance Officer in their absence with Board and Committee meetings.
- Track resident operational correspondence directed to the CEO, maintain logs and ensure responses are provided and actions completed, liaising as appropriate with SMT members.
- Draft and respond to correspondence on behalf of the CEO, providing high quality responses.

# ROLE PROFILE

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## Key Responsibilities, continued

- Carry out research, data analysis and support policy development across the corporate services, housing and property services as required by the CEO and Head of Corporate Services.
  - Engage with stakeholders to support fundraising activities, including producing literature, information for the website and engagement with media and political partners.
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## Personal commitment and development

- To keep up to date with changes in your job role and undertake training as directed, adopting new ways of working to ensure continuous improvement.
  - To adopt and promote a flexible approach to work undertaking other areas of responsibility as required to ensure the overall strategic objectives and business priorities are delivered.
  - To work collaboratively with staff across the Association to solve problems and further organisational objectives, including contributing to organisation-wide initiatives and activities.
  - To contribute to raising standards across the organisation, identifying where improvements can be made to support service processes and policies and implementing changes.
  - To comply with all Women's Pioneer policies and procedures and all legal requirements and regulatory standards, including being fully responsible for your health and safety and safeguarding of residents and visitors.
  - To contribute positively to the annual appraisal process including identifying development needs, taking ownership of and driving professional development by supporting your own learning and development with the support of your line manager.
  - Work at all times in accordance with WPH values and our Equality and Diversity policy.
  - To proactively manage your workload, seeking guidance where necessary, so that competing priorities are identified and managed effectively.
  - To maintain confidentiality at all times, in relation to business sensitive and personal information and ensure compliance is upheld with regards to the rules of the Data Protection Act and by ensuring information and records are either; shredded or safely stored.
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## Additional Information

- These are your main areas of responsibility, but you may be required to perform other duties as we may reasonably require from time to time.
- There may be occasions when you are required to attend meetings outside of the usual working hours and to carry out work in a lone working environment.

# PERSON SPECIFICATION

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## KNOWLEDGE, EXPERIENCE AND QUALIFICATIONS

- A-level English Grammar (or equivalent).
  - Experience of working directly with business partners and the public with commitment to delivering high quality customer service.
  - Demonstrable evidence of high-quality written communication skills to compose professional letters, emails and reports with clear and accurate information.
  - Good verbal communications skills with an ability to engage professionally with a diverse range of people.
  - Excellent organisational skills with the ability to plan workloads and co-ordinate activities to tight deadlines and within a clear framework to ensure service standards are met.
  - Demonstrable evidence of using Microsoft Office (Excel, Word, PowerPoint and Outlook) software effectively in a work environment at intermediate level.
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## SKILLS AND ABILITIES

- Attention to detail, thoroughness and accuracy in accomplishing tasks.
  - Takes ownership of problems, working positively with others and thinking creatively to bring about solutions and maintain a quality service.
  - Ability to promote a positive image of self, team and organisation.
  - Takes pride in work and can work collaboratively and flexibly developing good working relationships to ensure a quality service.
  - Numerical and analytical skills and an ability to understand and interpret information.
  - Ability to deal diffuse difficult issues and achieve positive outcomes.
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## PERSONAL ATTRIBUTES

- Ability to use skills and abilities to motivate and influence others to achieve positive outcomes.
- Has a collaborative working style that can bring out the best in others.
- Able to rely on own judgment and knows when to seek further assistance.
- Has an “outcome focus” approach to service delivery.
- Committed to ongoing learning and development.
- Has empathy with needs of residents.
- Commitment to equality and diversity.
- Commitment to social housing.

# STAFF BENEFITS

## LOCATION

We are currently working a hybrid approach. Customer facing teams are required to be in the offices and/or on site at least 3 days a week, however Tuesday is an all staff in the office day.

## FLEXI TIME WORKING

For most staff we enable flexible working patterns within our formal flexi time working arrangement. Additional hours worked can be accrued to be taken at a later date in periods of whole days (up to 2 days every four weeks) or half days. This can equate to up to 26 days leave per year in addition to your annual leave entitlement. This is the equivalent to 52 days (or 10 weeks absence) per year for full time colleagues, pro-rata for part time colleagues.

## BIRTHDAY LEAVE

Once you pass your probationary period, you will be entitled to Birthday Leave, where you can take an additional day-off on or around your birthday.

## PENSIONS

All employees are auto enrolled onto our Group Pension Scheme providing a pension pot towards your retirement. In return for you paying 5% of your salary in employee contributions, WPH will pay 8% of your salary in employer's contributions.

## ANNUAL LEAVE

Annual leave entitlement starts at 26 days rising to 29 days after 5 years' service. In addition, bank holidays are paid non-working days. Our office closes throughout the Christmas period from 1pm on Christmas Eve until the New Year.

## DEATH IN SERVICE

As member of the Group Pension Scheme, you also qualify for Death in Service Benefits. Your beneficiaries will receive x4 your gross annual salary should you die whilst a permanent member of staff and enrolled in the pension scheme. A valuable addition to give your family peace of mind.



# STAFF BENEFITS

## EMPLOYEE ASSISTANCE PROGRAMME

The programme is easy to access and confidential. It is available at no cost to you and your immediate family members 24 hours a day, 7 days a week, 365 days a year. Personal Legal Support Access to in-depth help and information on any issues.

## DISCOUNTED RETAIL PORTAL

Access to a wealth of retailers allows you to save on your spending. You will have your own login to earn cashback or discounts on anything from your grocery shopping to utility bills, mobile phone contract and big ticket items with well known retailers.

## PHYSIOTHERAPY

Up to 8 consultations (including initial assessments) per year shared between the employee and their partner. The treatment will usually include digitally delivered exercises with ongoing support via video consultation.

## REMOTE GP AND SECOND OPINION

Unlimited video consultations with a UK-based GP, including prescriptions and medications delivered directly where needed. Each appointment lasts up to 20 minutes and the service aims to provide direct video access to a GP – 24/7, 365 days a year.

## MENTAL HEALTH SUPPORT

Up to 8 consultations (including initial assessments) per year shared between the employee and their partner. The treatment plan will usually be delivered via video consultation and could include supported online cognitive behavioural therapy modules





# HOW TO APPLY:

Thank you very much for your interest in this role.

To apply you should submit:

- An **up-to-date CV** which shows your full career history – we recommend that this is no longer than three pages;
- A **supporting statement** explaining why you are interested in this role, detailing how you are a good candidate for this post and how you fulfil the person specification – we recommend that this is no longer than three pages;
- A **Diversity Monitoring Form** - completion of the diversity form is not mandatory, this is requested for monitoring purposes in line with our commitment to equality and diversity.

Please note that applications can only be considered if all the documentation is complete. In your application please indicate if you cannot attend the interview date.

**Applications must be sent by 23:59 on Sunday 9th February 2025 to [hr@womenspioneer.co.uk](mailto:hr@womenspioneer.co.uk).**

**Interviews will be held on Friday 21st February 2025, in our head office.**



# WOMEN'S PIONEER HOUSING

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## Contact us



020 8749 7112



[hr@womenspioneer.co.uk](mailto:hr@womenspioneer.co.uk)



<https://womenspioneer.co.uk/>

