

Abeona Housing Co-operative

Housing Administrative Officer - Interim Role

Location	Hampstead, London NW3
Contract	Freelance, self-employed basis (initial 3-month term) Immediate Start
Hours	21 hours in the first 3 months (Tuesday–Thursday preferred)
Fee	£25 - £27 per hour, depending on experience
Reports to	Management Committee

Purpose of the Interim Role

We are looking for a strong administrator and project manager: experienced in establishing systems, who takes ownership of their work and can operate with a high degree of independence. Our committee members are volunteers, many working full-time, so self-motivation is essential. The postholder will work alongside two experienced members of the office team, and building strong relationships with both from the outset will be key.

Housing-specific knowledge is not a prerequisite. We will provide support on Co-op structure and governance and relevant training. This is a project-focused interim appointment with five defined deliverables to establish Abeona's administrative and digital infrastructure. Alongside that, the postholder will carry out core housing administration in support of the Finance Officer, Maintenance Manager, and Committees, with the potential for a permanent role to follow.

Priority Projects

The following five projects are the key deliverables of the initial three-month term.

1	Cloud Filing Migration	Migrate Abeona's filing into the new cloud system.
2	Committee and Member Meeting Records	Establish a filing system for committee and member meeting records.
3	Maintenance Filing and Digital Records	Support the Maintenance Manager in establishing a property-by-property filing system.
4	Meeting Administration and Actions Tracking	Take ownership of the full meeting administration cycle.
5	Housing Management Software Migration	Lead the migration from the current system to a cloud-based version of CHICS.

Ongoing Housing Administration

Alongside the priority projects, the postholder will carry out core day-to-day administration, including:

- Serve as the communication and coordination link between members, committees, and the wider staff team, taking direction from the Chair of the Co-operative and Management Committee.
- Monitor and manage Abeona's info and housing email inboxes, responding to member correspondence such as queries, information requests, and appointments.
- Update CORE, FCA, AR30 & Ombudsman returns and any other government statistical requirement.

- Manage complaint processes and procedures.
- Keep reference information on the Co-operative's operations (development, repairs, finance, management, allocations, and membership) accessible to staff, committees and members.
- Liaise with external agencies, including local authorities, regulators, utility companies, insurers, and funders.

Office Team Coordination

- Support the Property Maintenance Manager with the administration, planning and delivery of maintenance projects.
- Support the Finance Officer with administration and communication with external agencies to maintain effective financial systems.
- Ensure required insurance, dues and subscriptions are maintained.
- Coordinate with the Finance Officer, Maintenance Manager, and all relevant committees in the preparation of the 5-year budget plan.

PERSON SPECIFICATION

Experience and Knowledge

- Experience in administration and/or social housing operations.
- Skilled in administrative and financial systems.
- Skilled in internal and external communications.
- Experience supporting meetings, including agendas and minutes.

Skills and Abilities

- Excellent organisation, accuracy and attention to detail in administrative and financial work.
- Strong written and verbal communication skills, with the ability to produce clear and accurate reports, correspondence, and minutes.
- Confident IT user, proficient in Microsoft 365 and RMS databases (e.g. CHICS).
- Maintains confidentiality and handles sensitive information appropriately, including knowledge of GDPR.
- Able to work collaboratively with members, committees, and contractors within a small team environment.
- Able to work independently with minimal supervision, proactive and takes initiative.
- Able to take direction from multiple stakeholders and manage competing priorities.

Values and Approach

- Commitment to co-operative values, equality, and inclusive resident participation.

Additional Information

- This role will involve attending at least one evening meeting per month, as well as occasional weekend meetings.

Permanent Appointment

The permanent appointment will be shaped by the full job description for the role, covering the breadth of housing administration, member liaison, compliance, and operational support that the Co-op requires on an ongoing basis. The scope, hours, and terms of the permanent role will be discussed with the successful interim postholder ahead of the end of the initial term.

NB: Hours for the permanent position may be offered on a 2 or 2.5-day basis.