

# Contracts Administrator Recruitment Pack

Closing date for applications midnight 04 June 2024

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## Welcome

I am delighted that you are considering joining our Cambridge House team. This recruitment pack includes information about our organisation and this role that I hope you will find useful.

With a dedicated and innovative team, tackling poverty, social inequity and social injustice has been our mission at Cambridge House since 1889. We work to tackle social exclusion and enable people to transition out of crisis and progress towards independence.

Our vision is of a society without poverty where all people are valued, treated equally and lead fulfilling and productive lives. Our activities are split into two areas - frontline services to support people to stabilise their lives and progress; and a research and knowledge exchange to support the development of the most effective social policy and practice.

### Law Centre

Free, independent, and expert legal services in housing, employment, discrimination and welfare benefits law alongside crisis mitigation support.

### Independent Advocacy

Statutory Care Act, Mental Health Act and Mental Capacity Act advocacy for adults and children.

### Safer Renting

Specialist advice, support, and advocacy for vulnerable private rented sector tenants affected by criminal landlords.

### Youth Empowerment

Investing in young people so they thrive as adults.

### Disabled Peoples' Empowerment

Supporting disabled children and adults to take control of their own lives and futures.

### Research and knowledge exchange

Activities that capture local knowledge, insights and lived experience of 'what works' to develop innovative solutions to poverty, social inequity, and social injustice.

We value diversity and warmly welcome applications from disabled people, the LGBTQ+ communities, people from Black, Asian, and ethnic minority backgrounds and candidates who shared lived experience with our service users.

If you would like to be part of this very special organisation and believe that you can contribute to our mission, we welcome an application from you. For more information about us, please visit our website [www.ch1889.org](http://www.ch1889.org).

Yours sincerely



**Karin Woodley CBE**  
**Chief Executive**

# Our Safer Renting Service

## Our Mission and Values

Safer Renting fights to strengthen the rights and provide access to justice for people exploited by criminal landlords. We aim to make private renting safe for all.

## Context /Background

The Private Rented Sector (PRS) accounts for 27% of all households in London (2019), the highest share since the 1970s and a higher proportion than households in social housing (23% in 2019). Affordability of private renting has deteriorated sharply as has the quality and standards of rented spaces. The average space per person in the PRS has dropped from 31m<sup>2</sup> to 25m<sup>2</sup> in 2019.

The PRS reflects the massive inequalities in London's distribution of income and wealth. A small minority of renters enjoy new luxury developments while large numbers of low-income households pay high rents for sub-standard housing. This end of the market has some of the worst conditions in London with severe overcrowding and insecure or no tenancies with often inadequate and shared essential amenities. Landlords exploit the desperation of renters, often splitting family homes into houses in multiple occupation without even meeting the legal required standards.

The PRS market is rife with illegal eviction and our research shows that homelessness has risen by 40%.

The government's 2016 manifesto pledged reform, with the promise of a Renters' Reform Bill. It specifically promised abolition of Section 21, so-called 'no fault' evictions but progress has been extremely slow.

## Our Approach

Safer Renting is at the frontline of combating this illegal behaviour by working closely with local authorities, statutory bodies, charitable funders and academic institutions to:

- Support and advocate for tenants in the 'shadow' private rented sector
- Produce awarding winning research to influence government and social policy
- Provide training and forums for other professionals on best practice

During a turbulent period for the charitable sector, Safer Renting has attracted unprecedented external funding and support from a diverse range of charitable funders and new partnerships who understand the current challenges and think Safer Renting is best placed to combat them.

We now need a range of committed and motivated individuals to continue delivering our mission

## Why work for Cambridge House?

As a member of our team you join a diverse and inclusive team with a shared commitment to justice and equity. Our current team comprises people who:

- Share lived experiences with our service users
  - 100% of the leadership team
  - 80% of our heads of services
  - 75% of staff
  - 33% of trustees
- Are from Black Asian and ethnically minoritised communities
  - 100% of the leadership team
  - 20% of our heads of services
  - 51% of staff
  - 33% of trustees
- Are women
  - 100% of the leadership team
  - 80% of our heads of services
  - 63% of staff
  - 50% of trustees
- Are disabled, neurodiverse and/or live with a mental or physical health condition
  - 100% of the leadership team
  - 80% of our heads of services
  - 39% of staff
  - 25% of trustees
- Are from LGBTQIA+ communities
  - 20% of our heads of services
  - 27% of staff

From the moment you join Cambridge House, you will be part of an incredible group of people providing pioneering and high-quality services. You'll play a vital role in our life-changing charity and you'll have the opportunity to form special connections and relationships, work in a supportive and flexible environment, and be a part of our highly skilled and motivated team.

Our staff remuneration offer includes:

- Personal learning and development plans
- A generous 30 days leave per annum plus bank holidays and long service increments
- Hybrid working
- Flexible working
- Pension scheme
- Interest free staff loans for:
  - Season tickets
  - Bicycle purchasing
  - Tenancy deposits
  - Nursery deposits
  - Tuition fees
- Tenancy health checks
- Childcare vouchers
- Eye tests
- An employee assistance programme
- Death in service benefits

## Job Description

<b>Job title:</b>	<b>Contracts Administrator</b>
<b>Reports to:</b>	<b>Deputy Head of Service</b>
<b>Responsible for:</b>	<b>n/a</b>
<b>Contract:</b>	<b>permanent</b>
<b>Location:</b>	<b>Hybrid</b>
<b>Salary:</b>	<b>£28,890</b>
<b>Working hours:</b>	<b>35 hrs pw</b>
<b>Holiday:</b>	<b>30 days p/a</b>
<b>Special conditions:</b>	<b>-Enhanced DBS check -Flexible and remote and office working arrangements by agreement. -Occasional evening and weekend work</b>

## **Role Purpose**

As a member of Cambridge House's Safer Renting Team, led by the Head of Service, this role is to:

- i) Act as contracts administrator for all borough funders or partner organisation to ensure our contract is managed at all times in line with agreements and shared policies, procedures and protocols and to provide general advice and assistance to maintain continuity of care in our services.
- ii) Be responsible for delivering and receiving agreed cycle of performance reports, invoices and periodic reviews between the partners.
- iii) Be the first point of contact for managers in our contract for troubleshooting or escalation of disputes

## **Key Duties**

1. **Contract administration:**
  - a) Maintain an up-to-date library of signed contracts with partner boroughs and charitable funders.
  - b) Customise and keep up to date AdvicePro 'Team' data and reporting formats and schedules
  - c) Produce and supply invoices and all agreed accompanying monitoring information with commentary, and agreed impact assessment, on time.
  - d) Maintain a database of relevant key personnel or programmes, policies or procedures (for example, introduction of new Licensing schemes, new government funded initiatives etc)
2. **Managing the relationship:**
  - a) Establish and keep under review the schedule for liaison and contract management events for all boroughs, maintaining a professional relationship with the lead contract manager for the partner organisations.
  - b) Refer operational issues relating to contract or staff performance in the partner organisation into agreed escalation pathway for resolution.
  - c) Report regularly to the Safer Renting management team on all of the above, in particular reporting at the earliest opportunity any significant changes or developments in the relationship, quality assurance, performance deficits or relationship concerns, including problems with the partner's policies and procedures with Safer Renting management team.
  - d) Maintain an up-to-date knowledge and understanding of the boroughs' characteristics, including the discretionary licensing schemes in place, political power map and significant strategies and objectives in relation to our PRS goals

- e) Keep under review and identify opportunities for joint working related to our shared 'mission' eg funding bid opportunities, media interest in local initiatives and stories
- f) Identify opportunities for joint operations between the partners, including potential for other Cambridge House services and third party partners

**4. General Responsibilities**

- a) Any other duties commensurate with the role as allocated by the Deputy Head of Service.
- b) To participate in internal team meetings, as required.
- c) To comply with all of Cambridge House's policies including health and safety, equal opportunities, intellectual property, travel and expenses and others as appropriate.
- d) To work occasional unsociable hours including evenings and weekends.

**This job description is provided as a guide to the role. It is not intended to be an exhaustive description of duties and responsibilities. It will be subject to periodic revision as the emphasis on and ways of working within the role changes.**

<b>Person Specification</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	1. 5 A-C GCSEs or equivalent	1. Degree at 2.i level or higher in a relevant discipline
<b>Skills, abilities and competencies</b>	<ul style="list-style-type: none"> <li>1. Windows and Microsoft Office Suite (Word, Excel, Access, PowerPoint, etc.) gained over a minimum of two years</li> <li>2. Excellent written and oral communications skills, demonstrating the ability to work effectively with a variety of people including staff, vulnerable customers, visiting and resident professionals, public and civil servants and the general public</li> <li>3. Strong numerical reasoning</li> <li>4. Ability to liaise and negotiate sensitively, tactfully and diplomatically at all levels with officers of statutory agencies, voluntary organisations and service users</li> <li>5. An ability to motivate and influence stakeholders both internal and external to achieve objectives</li> <li>6. Ability to handle multiple tasks simultaneously in a fast-paced environment, set priorities, work independently and in a team environment</li> <li>7. Strong organisational skills and attention to detail</li> <li>8. Good knowledge of use of social media and digital communication tools</li> <li>9. A good understanding of confidentiality and data protection requirements and conscientiousness in keeping records</li> <li>10. Understanding of equality and diversity principles</li> </ul>	
<b>Experience</b>	1. Significant experience of providing advice and or information service through proficient use of IT applications	1. Working in the public sector or third sector

<b>Personal Attributes</b>	<ol style="list-style-type: none"> <li>1. Honesty, reliability and excellent time-keeping</li> <li>2. Loyalty and a commitment to Cambridge House's work</li> <li>3. Positive, enthusiastic and friendly attitude</li> <li>4. Problem solving and 'can-do' approach</li> <li>5. Listening skills</li> <li>6. Flexible, motivated and adaptable to change</li> <li>7. Discretion</li> <li>8. Customer-focused</li> <li>9. Team-player</li> </ol>	

## How to Apply

1. Please provide:
  - a) An evidenced-focused **Supporting Statement** of no more than two sides of A4 explaining why this appointment interests you and how you meet the essential criteria in the person specification.
  - b) Your **Curriculum Vitae** with your:
    - i) Full address, email, mobile, work and home telephone numbers.
    - ii) Education and professional qualifications.
    - iii) Full employment history and details of your latest salary and your notice period.
  - c) The names, positions, organisations, and contact details of **two referees**. These referees must include employers and/or academic supervisors covering the last five years. References will only be taken once your express permission has been granted.
2. A completed **Diversity Monitoring Form**  
The form will not be treated as part of your application and the information you provide will be treated as confidential and used for statistical purposes only.
3. A completed **Criminal Records Declaration Form**  
The post you are applying for is exempt from the provision of Section 4(2) of the Rehabilitation of Offenders Act 1974 (Exceptions) (Amendment) Orders 1975 and 2001 and therefore all convictions, cautions and bind-overs, including those regarded as 'spent', must be declared on Cambridge House's Criminal Record Declaration Form and submitted with your application.
4. As a Disability Confident employer, we will generally offer an interview to any applicant that declares they have a disability and meets the minimum criteria for the job as defined by the person specification. If you have a disability or long-term condition (such as dyslexia, diabetes, arthritis, a heart condition or mental health condition) and want to apply under the Disability Confident Scheme please let us know in the email to which you attach your CV, supporting statement and Equal Opportunities Monitoring Form. If you are invited to interview and require adjustments, don't worry, we will ask you about this within your invitation to interview.

Recruitment Timetable	
<b>Closing Date for applications</b>	<b>04 June 2024</b>
<b>Interviews</b>	<b>24<sup>th</sup> June 2024</b>
The interview dates may change but we will advise you in advance.	
Successful applicants will be asked to take up their appointments as soon as possible.	

Please email completed applications by midnight on 04 June 2024 to: [recruitment@ch1889.org](mailto:recruitment@ch1889.org)

**Applications MUST include all of the following 5 documents:**

1. Supporting Statement
2. CV
3. Contact details of 2 professional and/or academic referees
4. Diversity Monitoring Form
5. Criminal Records Declaration Form

**If you do not hear from us within 14 days of the closing date, please assume your application has been unsuccessful on this occasion.**

**Please note that we only provide feedback to shortlisted candidates.**