



RECRUITMENT INFORMATION PACK

Administrator – Homeless Partnership

Hours: 35 hours per week (part time hours are available)

Salary: £22,774 per annum (prorated for part time)

Annual Holidays: 6 weeks plus Bank Holidays

Location: Bradford



Being part of an organisation that makes a difference - Horton Housing Association

Horton Housing manages more than 30 different housing, training and support services across Bradford, Calderdale, Kirklees and North Yorkshire.

We work with people experiencing a wide range of circumstances, including homelessness, drug and/or alcohol issues, ill-health, unemployment and domestic violence. We work with people of all ages, refugees, Gypsies and Travellers, people with disabilities and people with offending histories.

We have a wide range of accommodation schemes in the community. We also provide specialist accommodation, including a home from hospital scheme, Gypsy and Traveller sites in North Yorkshire and Group Living Services for young people. We offer support for people living in their own homes and we run a training centre that helps people find work or develop skills for everyday life.

Horton Housing is committed to equality, diversity and inclusion (EDI) and providing services that are inclusive and accessible for everyone.

OUR PEOPLE

Horton Housing Association (HHA) is committed to being a great place to work for everyone who works here, and we get some really positive feedback from our colleagues.

In our recent annual colleague survey, more than 9 out of 10 respondents told us that:

- They had a good relationship with their line manager
- HHA's values align with their own
- They believe that Horton's work positively impacts people's lives
- They feel involved in their work.

And when we asked some of our colleagues about the best part of working at HHA here's a snapshot of what they told us.

- *"The people. The people I work with. Every person's different and that's what I like about it, and I like watching people changing their lives."*
- *"The Training is the best bit of it. It equips you to do the job role as successfully as you can. It's very rewarding, it's been fantastic, I wouldn't change it for the world."*

In short, we care about people. We work hard to be a great place to work, so that we can improve lives together.



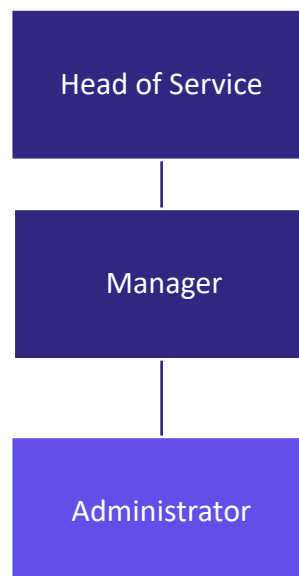
About the department

Bradford Homeless Partnership (BHP) provides short-term temporary and emergency accommodation and support for people who Bradford Local Authority owe a statutory (legal) homeless duty. The aim of the service is to prevent the most vulnerable people from experiencing homelessness and rough sleeping. The three separate elements delivered by Horton are; families, (including single parents) single men and single women.

Referrals are accepted 24/7 through the Housing Options Service. BHP offers tailored, person-centred and trauma informed support. Information, signposting and/or support will be provided to address independent living skills, mental health, substance misuse, and employment access. Resettlement assistance can be provided for up to 2 weeks after the people who we support move on.

A variety of temporary accommodation options are provided, catering to a range of needs, with a focus on safety and quality. Accommodation includes buildings with 24/7 access to on-site support and security.

BHP collaborates with local agencies to empower individuals and enhance independence. Our key service outcomes focus on securing long-term housing for the individuals we support, ensuring they achieve sustained tenancies.



Message from the Recruiting Manager

Hello,

Thank you for your interest in this role. This is an exciting opportunity to be part of a brand-new service, designed to provide vital support to individuals experiencing homelessness. As we establish and develop this service, your contributions, ideas, and expertise will be instrumental in shaping its success.

As an Administrator, you will play a key role in ensuring the smooth and efficient operation of the service. Working closely with the team, you will manage essential administrative processes, maintain accurate records, and provide professional and responsive support to both colleagues and external stakeholders. You will be the first point of contact for many, helping to ensure that those we support, as well as our partners, receive a high-quality service.

This is a rewarding role within a dedicated team that is passionate about making a meaningful impact. We take a trauma-informed approach to our work, recognising the challenges faced by those we support, and ensuring our services are delivered with empathy and respect. Your role will be central in ensuring the service runs efficiently, allowing frontline teams to focus on delivering life-changing support.

You will receive comprehensive training and ongoing development opportunities, helping you to build your skills, and grow within the organisation. We also offer excellent benefits, including generous annual leave, and access to an Employee Assistance Programme.

If you are organised, detail-oriented, and passionate about supporting a service that makes a real difference, we would love to hear from you.

I look forward to receiving your application.

Best wishes,

James Allen
Head of Service



Job Description

REPORTS TO: Service Manager

You will maintain and operate procedures within the Homeless Partnership service. You will perform a wide range of secretarial/clerical and associated duties for the team under the supervision of the Scheme Manager. You will assist in the development and maintenance of efficient systems used throughout the organisation for administrative, monitoring and reporting purposes. You will deliver a first class service to the people we work with (both internal and external) at the first point of contact.

RESPONSIBILITIES

- To effectively use relevant ICT systems and assist in the creation, development and maintenance of records, files and statistical information. This includes inputting and extracting relevant information.
- Some occasional cleaning maybe required
- Replenishing stocks of stationary, cleaning supplies, and accommodation furnishings.
- Conducting Health & Safety checks
- Arranging repairs through Property Services.
- Distributing post.
- Creating newsletters/posters for services or events.
- Willingness to occasionally work outside normal hours to assist with special events.
- To provide access to accurate and up to date service information
- Ensure a high standard of service is delivered to all stakeholders including the people we support both internal and external.
- To be pro-active in contributing to initiatives for the development and enhancement of service delivery.
- Using great customer service skills to provide people with the best outcomes.
- Attendance at internal/external meetings as and when required.
- Minute taking duties at internal/external meetings as and when required.
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Note: This is a job outline only and seeks to set out the principal purpose and functions of the role; it may therefore be subject to change.

Safer Recruitment

Horton Housing is committed to safe and fair recruitment, safeguarding and protecting the people that we support. The majority of positions here at Horton will require a fully completed application form and an enhanced DBS check to identify and reject applicants who are unsuitable to work with children or young people.



Person Specification

ESSENTIAL

- Experience of working in an administrative role, preferably within a similar environment.
- Excellent customer service skills.
- Is able to build and maintain effective working relationships at all levels.
- Ability to multi task and meet deadlines.
- Excellent ICT skills, good knowledge of Microsoft packages (e.g. Word, Excel, internal database systems, word processing, use of email and internet).
- Experience of handling and managing confidential and sensitive information in accordance with GDPR.
- Excellent attention to detail.
- Ability to work on own initiative and prioritise tasks effectively.
- A good standard of English, with excellent verbal and written communication skills.

DESIRABLE

- Working knowledge of internal housing management software.

In addition to the above, it is expected that you will:

- Maintain professional boundaries
- Have a commitment to Equality, Diversity and Inclusion
- Are willing to undertake any further training required
- Are able to work flexibly to meet the needs of the service/department



Our Values



Be Supportive

We are kind, helpful and caring. We create safe spaces where people are listened to with compassion, empathy and understanding.



Be Respectful

We are inclusive and approachable. We work together in an open and transparent way to build trust and understanding.



Be Bold

We are positive, empowering and resilient. We are ambitious and work flexibly to provide opportunities for growth.

Our Culture Statement

- We believe in a culture of positivity, inclusion, and kindness. Where celebrating diversity and respecting and supporting one another is the norm.
- We embrace an open and honest approach. Placing value on the little things, and encouraging creativity and curiosity.
- We work together to do the right thing. Celebrating quality, personal accountability, and excellence.
- We embrace change, seek out potential, and place no limit on opportunities to learn, grow, and develop.
- We are passionate about making a difference, and committed to making things happen.

Our Commitment to Equality, Diversity and Inclusion

HHA aims to be an equal opportunities employer. HHA is committed to ensuring that no job applicant or colleague receives less favourable treatment on the grounds of a protected characteristic, criminal history or any factors irrelevant to a person's ability to do a job, at any stage of the recruitment process or in the terms and conditions offered. We are committed to equality of opportunity, to being fair and inclusive, and to being a place where everyone belongs. To achieve this we are committed to actions that will increase diversity and to encourage applications from candidates who are underrepresented in sections of our workforce. We are a Disability Confident and Clean Sheet Employer.



What can you expect from working at Horton Housing Association?

Community Culture

At Horton Housing, our working culture is one based on trust, respect and inclusion. We focus on open communication, starting from the very top with consistent communication from our Chief Executive Officer (CEO). With regular meetings across schemes and departments, we really are a community who can rely on each other.

Personal Growth

We offer a multitude of development opportunities for our colleagues, including: funded qualifications, job shadowing, secondments, and internal promotions or movements across different schemes and departments.

Wellbeing

We know that work/life balance is at the heart of employee wellbeing. That's why our full time work week is only 35 hours, and we offer flexible working where possible. We also offer 6 weeks holiday (+ Bank Holidays) so you can spend more time doing what you love.

We're partnered with Health Assured to offer you free counselling available 24/7, a confidential helpline, and an app offering a range of wellbeing resources (health plans, meditation, recipes, and podcasts).

Because Financial Wellbeing is as important as mental wellbeing, we also offer an interest free employee loan scheme up to £1200.

Taking Pride in Our Vision

At Horton we always strive to deliver the best and meet the highest standards – whether this be our accommodation, support, maintenance or central services teams. We value the unique skills and experience that each of our colleagues bring to help us achieve our ambitious goals.

Empowering You to Succeed

HHA is a Strength Based Organisation, and just as we recognise the people we support to be experts in their own lives, we recognise our colleagues as experts in their roles – and encourage everyone to work with autonomy and pride. To help you reach your potential with us, we offer a range of internal training courses, including a thorough induction when you start.

Colleague Engagement

There are lots of opportunities to get involved at Horton, with a Wellbeing and EDI group open for anybody to join and have their say. We also post good news and announcements across the organisation on our SharePoint. You may even be interviewed for our quarterly magazine!

Did you know: Our CEO started with HHA as a Support Worker and worked all the way up!



How to Apply

To apply for this role, please complete the application form in full via our website.

We shortlist based on each vacancy's job description. As such, please tailor your application to the person specification, stressing how you meet the essential criteria.

Contact us

Head Office: Horton Housing Association, Chartford House, 54 Little Horton Lane, Bradford, West Yorkshire, BD5 0BS

Telephone: 01274 370689

hr@hortonhousing.co.uk

www.hortonhousing.co.uk



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