**Candidate Information Pack**

**Administration and Communications Assistant**

**Please find enclosed:**

## Background Briefing

## Job Description and Person Specification

* The Recruitment Process
* Application Form

**For background information on the National CLT Network**

www.communitylandtrusts.org.uk

**For background information on UK Cohousing Network**

<http://cohousing.org.uk/>

**For background information on CDS Cooperatives**

http://www.cds.coop/

**For background information on the community-led collaboration**

http://custombuildstrategy.co.uk/news-article/new-collaboration-will-boost-community-led-housing/

http://www.24housing.co.uk/news/community-led-housing-networks-agree-formal-collaboration/

**Background Briefing**

**Why Join Us?**

Would you like to work in a dynamic organisation that is behind a growing movement of people building genuinely and permanently affordable homes and is part of a cutting edge collaboration to scale up community-led housing?

Community Land Trusts (CLTs) are a vital force for social good. They are local organisations set up and run by local people to develop and manage homes as well as other assets important to that community, like community enterprises, food growing or workspaces. The CLT’s main task is to make sure the homes are genuinely affordable, based on what people actually earn in their area, not just for now but for every future occupier. The CLT movement is growing fast, as more and more people are feeling the impact of the housing crisis and are deciding to take things into their own hands.

CLTs are part of a wider community-led housing movement that has gained momentum over recent years, particularly following the commitment from Government to invest £60 million a year in the sector. The sector is now on the cusp of significant expansion and there is real potential to move it from a niche emerging market into the mainstream. To achieve that, the National CLT Network has entered into a strategic collaboration with the UK Cohousing Trust and CDS Cooperatives to work on joint projects, which includes rationalising some of the back-office functions of the organisations.

The Administration and Communications Assistant is a vital role providing all the administrative, membership and communications support for the National CLT Network and UK Cohousing Network, and the initial point of contact for all enquiries, including the media and the general public. The postholder will spend 2.5 days a week working for the National CLT Network and the remainder of the week working for the UK Cohousing Trust and CDS Cooperatives. As part of the formal collaboration, you will be in charge of finding ways to rationalise the individual back-office functions, to create efficiencies and a smarter way of working. This is an exciting opportunity to lead that work.

**More about the National CLT Network**

The National CLT Network was established in 2010. As the national Charity for CLTs in England and Wales, it represents and supports 225 CLTs nationwide and is a membership body.

The National CLT Network provides funding, resources, training and advice for CLTs and works with Government, local authorities, lenders and funders to establish the best conditions for CLTs to grow and flourish. In the short time that the organisation has been around it has achieved a significant amount and is known as one of the most effective lobbying organisations in Westminster. Some of the notable achievements include: -

* Securing £60m annual Government funding for community-led housing;
* Securing a full exemption from the Government’s 1% cut in social rents and a partial exemption from the Right to Buy;
* Successfully delivering three major grant programmes that enable CLTs to get established and deliver homes, awarding 268 grants to date;
* Significantly raising the political and public profile of CLTs, including among Cabinet Ministers, MPs (70 MPs were engaged on one campaign), policy makers and key partners. The organisation recently led a major study into the housing crisis for the National Housing Taskforce on behalf of the Housing and Planning All-Party Parliamentary Group.

These successes, alongside many others, have had the following impact:

* A six-fold increase in CLTs from 30 in 2010 to 225 in 2016 and an expansion of the sector into urban areas;
* 700 permanently affordable homes built by CLTs and another 3000 in the pipeline.

**More about the UK Cohousing Network**

The Cohousing Network is a membership body set up in 2007 to help communities use cohousing principles to create better places to live by reducing isolation and loneliness, growing street level social capital to share facilities and services to reduce living costs.

Cohousing is a global definition for a way of living in socially active self-managed communities. Cohousing is more widely available in other countries such as the USA and in Denmark, where it accounts for approximately 8% of the housing stock.

The UK Cohousing Network is a resource point for anyone interested in finding out about cohousing, as well as providing information for local councils, housing associations, and other organisations working to achieve social progressive change. UK Cohousing Network’s aim is to make cohousing accessible to the mainstream and to help shape the policy and public funding environment to achieve this goal.

Cohousing is gaining significant interest from the public, particularly as a response to issues of loneliness and isolation and the challenge of funding social care. You may have spotted recent coverage by the BBC, in the Daily Mail, The Times and Telegraph.

**More about CDS Cooperatives**

CDS Cooperatives wants to see co-op and community led housing as a mainstream option – widely and easily available across tenures and budgets. CDS is a registered housing association with just under 1,000 owned properties and is the largest housing co-op agency in London and the South East where it provides a broad range of business and landlord services to 45 independent co-ops and their 2,200 residents. We aim to achieve our vision by working collaboratively with others, helping the best ideas, products and projects to thrive.

**The Organisational context for the role**

The National CLT Network has an ambitious strategy over the next five years to significantly scale up the CLT movement and, simultaneously, transform the National CLT Network from being almost entirely reliant on grant, into a strong, viable and resilient social business. Having recently secured core grant funding from the Tudor Trust and the Esmeé Fairbairn Foundation to support this strategy, the National CLT Network is in a strong position to build on its early successes and, over the next five years:

* Grow the number of CLTs to at least 300 nationwide and support the delivery of at least 3000 permanently affordable homes;
* Have a leading role in the development of an alliance for the wider community-led housing sector;
* Turn the National CLT Network into a financially sustainable and resilient social business.

In order to achieve these aims we need strong administration, membership liaison and support for our communications work. Hence the appointment of an Administration and Communications Assistant, who will be responsible for leading two areas of work:

**One – delivering the administrative and communications support work for the National CLT Network and the UK Cohousing Network, including;**

* Providing an enquiry hotline, ensuring that all enquiries are dealt with accurately and helpfully, that the appropriate information is provided and that they are logged as appropriate;
* Managing and maintaining the Contact Relationship Management (CRM) database, keeping it up to date and proactively updating and cleaning data;
* Keeping the websites and social media platforms regularly updated;
* Producing and distributing regular newsletters;
* Supporting the development of the websites;
* Providing financial administration, processing supplier payments and raising invoices and keeping robust administrative records;
* Produce standard financial reports;
* Providing general administration to the office, ordering stationery and other supplies, responding to orders for information packs;
* Providing membership administration, processing applications and sending out packs;
* Handling membership renewals;
* Providing diary management for organisational meetings and for the Director of the National CLT Network;
* Providing support for the Board, including arranging meetings and writing minutes, and maintain governance records;
* Undertaking other tasks that ensure effective administration and running of the organisations as required.

**Two – rationalise the back-office infrastructure of both organisations and deliver support for shared activities**The National CLT Network, the UK Cohousing Network and CDS Cooperatives have agreed a new formal collaboration to see community-led housing grow into a mainstream option. As part of that we have agreed to rationalise and share our back-office functions e.g. share a joint CRM and enquiry hotline, as a start. This is an exciting opportunity to lead that work.

**The person**

In order to achieve the vision and goals the postholder will need to be a team player, who can work flexibly and collaboratively to add value to the work. This is an exciting and career-enhancing role. It could be the right opportunity for a range of potential candidates. Your motivations might be many and varied – from wanting to develop your career in communications and/or administration office management, to having a passion for housing or communities, or because you want more responsibility and to develop your skills. Whatever your motivations the National CLT Network would like to hear from you. Particularly if you:

enjoy a variety of tasks and challenges, are a team player, a strong communicator, flexible, organised, enjoy improving systems and processes and have a strong attention to detail. You will also feel strongly about the importance of social justice and the difference that CLTs and community-led housing can make.

**JOB DESCRIPTION**

**Job Title:** Administration and Communications Assistant

**Salary:** £24,000 + pension and benefits

**Location:** Borough/London Bridge, SE1

**Contract:** Permanent

**Responsible to:** The Director of National CLT Network

Matrix Management for collaborative Community-led housing initiatives

**Works closely with:** All National CLT Network team members

Executive Director of UK Cohousing Network

CEO of CDS Cooperatives

Community Land Trusts, cohousing groups and cooperatives.

**Responsible for:** The National CLT Network has a matrix management approach, so the post holder can expect to be responsible for a number of projects

**Purpose of the post:**

These are the range of tasks that will be involved:

**General administration:**

* Manage and maintain the Contact Relationship Management (CRM) database, keeping it up to date and proactively updating and cleaning data, running regular reports and creating new reports;
* Oversee the setup of a new joint CRM, as appropriate;
* Provide general administration to the office, ordering stationery and other supplies, responding to orders for information packs, maintaining office equipment and ensuring the office is tidy, welcoming and meets health and safety requirements;
* Provide support for the Board, including arranging meetings and writing minutes and keeping a record of reports;
* Maintain Companies House and the Charity Commission records;
* Undertake other tasks that ensure effective administration of the organisation as required.

**Financial administration:**

* Process supplier payments and raise invoices;
* Maintain robust administration systems and financial audits of expenditure;
* Produce standard quarterly finance reports for Board meetings and submit reports to the accountant for the annual accounts.

**Membership administration and enquiry hotline:**

* Process membership applications and distribute packs;
* Manage membership renewals;
* Ensure access to members’ areas of the websites;
* Provide the initial and ongoing contact point for members, building strong relationships to help foster strong communication and participation in the organisations’ work;
* Provide a general enquiry hotline, for members, the media and the general public, ensuring that all enquiries are dealt with accurately and efficiently.

**Communication support:**

* Keep the websites and social media platforms regularly updated and support the wider communications work, including for events;
* Produce and distribute regular newsletters;
* Support the development and maintenance of the websites.

**Other**

* Scope out the rationalisation of back-office functions and lead on delivering the implementation of shared services and functions;
* The National CLT Network is a small organisation and the postholder will be required to take on other responsibilities and duties in support of our work, as may reasonably be required.

**PERSON SPECIFICATION – Administration and Communications Assistant**

| **Knowledge, skills and experience** | **E** | **D** |
| --- | --- | --- |
| 1. Experience of working in or with the voluntary, charity or community sector. |  | ✓ |
| 1. Excellent administration skills, organised and efficient with an eye for detail. | ✓ |  |
| 1. Able to draft and present information clearly, accurately and appropriately in a variety of formats (e.g., letters, emails, reports). | ✓ |  |
| 1. Excellent relationship building and interpersonal skills, able to liaise well and respond to enquiries from a range of people and organisations, using email, the phone and face-to-face communications | ✓ |  |
| 1. Good organisational skills, able to juggle a range of roles and challenges. | ✓ |  |
| 1. Accurate data entry skills and experience of using and maintaining a database, ensuring data quality and accuracy and proactively updating data. | ✓ |  |
| 1. Computer literate with experience in using a range of office software packages, with knowledge of website and social media platforms. |  | ✓ |
| 1. Experience of or a demonstrable aptitude for minute taking. | ✓ |  |
| 1. Experience of some financial administration. | ✓ |  |
| 1. Genuine value of and commitment to National CLT Network’s and the community housing collaboration’s aims and the role it plays. | ✓ |  |

| **Personal qualities and abilities** |  |  |
| --- | --- | --- |
| 1. Strong communicator, able to deal in a helpful, friendly and professional manner with all members, partners and the general public | ✓ |  |
| 1. Strong time management skills, with the ability to work well under pressure and to organise and meet deadlines. | ✓ |  |
| 1. Highly motivated and enthusiastic. | ✓ |  |
| 1. A team player, able to work both independently and collaboratively in the role. | ✓ |  |
| 1. An ability to be diplomatic and with a high regard for confidentiality. | ✓ |  |
| 1. Comfortable with change and working in an evolving organisation. | ✓ |  |
| 1. Enthusiastic, highly motivated and genuinely interested in, curious about and supportive of the work of CLTs, the National CLT Network and collaborators. | ✓ |  |

**National CLT Network** **– Administration and Communications Assistant**

**The Recruitment Process**

## Timetable

|  |  |
| --- | --- |
| Deadline for applications | 12 April 2017, at 10am |
| Panel interviews | 21 or 24 April |
| Final Interview (if required) | tbc |
| Decision made & successful candidate notified | End of April |

## To Apply

If you would like to apply for this role, please complete the Application Form on the next page, and the Equal Opportunities Monitoring Form (downloaded from <http://www.allysondavies-consultant.com/job-board/equal-opportunities-monitoring-form/>), plus attach a CV outlining your career to date, with any academic and professional qualifications.

Please send your application, **by 10am, on 12 April**, to NCLTN@allysondavies-consultant.com

**Information**

If you require any further information or you would like to discuss anything in more detail, please contact Allyson Davies at the above email address, or call her on 020 7828 3855 or   
0796 855 6164.

**National CLT Network**

**Application Form – ADMINISTRATION AND COMMUNICATIONS ASSISTANT**

Please complete this form [*delete the preceding pages*] and attach a CV outlining your career to date, plus any academic and professional qualifications. Please send this application form, CV and [Equal Opportunities form](http://www.allysondavies-consultant.com/job-board/equal-opportunities-monitoring-form/), **by 12 April 2017**, to NCLTN@allysondavies-consultant.com

Full name:

Address:

Mobile phone:

Home phone:

Email:

How did you hear of this post?

Are you eligible to work in the UK?

# References

Please give details of two professional referees: your current or most recent, and a previous employer:

1. Name and professional relationship to you:

Tel:

Email:

OK to approach: Yes/No

2. Name and professional relationship to you:

Tel:

Email:

OK to approach: Yes/No

**Please give details of your current income and benefits details:**

Basic Annual Salary: Annual Leave:

Pension: Employer contribution: Employee contribution:

Any other benefits:

Notice required:

##### On no more than two pages, please state:

1) Why you would like to be the Administration and Communications Assistant at the National CLT Network?

##### 2) What three key areas of your experience and skills you can bring to this role?

##### (please draw upon the Person Specification to inform your answer)

**DECLARATION**

I declare that the information that I have provided on this form is true and accurate, and in particular that I have not omitted any fact which may have a bearing on my application. I understand that any subsequent contract of employment with the NCLTN will be made on the basis of the information I have provided. I understand that a false declaration, which results in my appointment to NCLTN, will render me liable to dismissal without notice. I also understand that submitting this form electronically is equivalent to a signed declaration.

**Signature** [type your name] \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date** \_\_\_\_\_\_\_\_\_\_\_\_