**Candidate Information Pack**

**National CLT Network: Administration Assistant**

**£20,000 – £24,000 (pro rata, 4 days)[[1]](#footnote-1)**

**Please find enclosed:**

## Background Briefing

## Job Description and Person Specification

* The Recruitment Process
* Link to download Equal Opportunities Monitoring Form
* 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 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 join 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 £300 million 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 UK Cohousing to work on joint projects, including rationalising the back office of both organisations.

The Administration Assistant will play a key role in supporting all the administrative and membership functions for the National CLT Network and UK Cohousing Network, and will be an initial point of contact for all enquiries, including the media and the general public. The administrator will spend 2.5 days a week working for the National CLT Network and 1.5 days a week for UK Cohousing. As part of the formal collaboration, the Administrative Assistant will work to find ways to rationalise the individual back office functions in order to create efficiencies and a smarter way of working.

**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 £300m 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;
* 800 permanently affordable homes built by CLTs and another 4000 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.

UK Cohousing 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’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.

**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, including financial administration and membership liaison. The Administrator will provide support to the following areas of our work:

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

* Working with the Director of the National CLT Network to ensure appropriate operational policies, procedures and processes are in place;
* 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;
* 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, where appropriate;
* Providing support for the Board, including arranging meetings and writing minutes, and maintaining governance records;
* Undertaking other tasks that ensure effective administration and running of the organisations as required.

**Two – rationalising the back office infrastructure of both organisations and delivering support for shared activities**

The National CLT Network and the UK Cohousing Network 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 be part of developing and implementing new systems and processes which will add huge value to our work.

**The person**

The Administration Assistant will need to be a team player, who can work flexibly and collaboratively to add value to the work. It could be the right opportunity for a range of potential candidates. We are committed to growing potential and talent, so you may already have experience in administration and are looking for a new challenge and a supportive environment in which to grow and develop, or you may be recent graduate with minimal work experience and the potential to do this role, if so then we can provide support and training for you, or you may have a passion for housing or communities. Whatever your motivations the National CLT Network would like to hear from you. Particularly if you: enjoy a variety of tasks and challenges, a strong communicator, flexible, organised, would enjoy the challenge of 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:** Administrative Assistant

**Salary:** £20-24,000 (pro rata, 4 days), plus generous pension and benefits[[2]](#footnote-2)

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

**Contract:** Permanent

**Responsible to:** Head of Grants and Development at the National CLT Network

Matrix Management for work for UK Cohousing

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

Executive Director of UK Cohousing

 Community Land Trusts and cohousing groups.

**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:**

Working closely with other team members these are the range of tasks that will be involved:

**General administration:**

* Work with the Director of the National CLT Network to ensure appropriate operational policies, procedures and processes are in place;
* Finalise 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.

**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 – Administrative 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 potential 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 and cohousing, the National CLT Network and UK Cohousing.
 | ✓ |  |

**National CLT Network** **– Administrative Assistant**

**The Recruitment Process**

## Timetable

|  |  |
| --- | --- |
| Deadline for applications | 12 September 2017, at 10am |
| Panel interviews | 15 or 18 September |
| Final Interview (if required) | 19 or 20 September |
| Decision made & successful candidate notified | 22 September |

## To Apply

If you would like to apply for this role, please complete this Application Form and the Equal Opportunities Monitoring Form (downloaded from

<http://www.allysondavies-consultant.com>), plus attach a CV outlining your career to date, with any academic and professional qualifications.

Please send your application, **by 10am, on 12 September**, 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 contact details, or call
020 7828 3855 or 0796 855 6164.

**National CLT Network**

**Application Form – ADMINISTRATIVE ASSISTANT**

**Please complete this Application Form [delete the preceding pages] and attach a CV outlining your career to date, plus any academic and professional qualifications. Please send your application, by 12 September 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

1. 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 Administrative 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** \_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. There is a possibility that this role could become a 5-day role, as some more communications-based duties may be included. [↑](#footnote-ref-1)
2. This role may become full time and communications tasks maybe included, this will be decided in early September [↑](#footnote-ref-2)