

Consultancy Team Administrator

Part-Time

20 hours per week

Recruitment Pack





Dear Applicant,

Thank you for your interest in Tpas. I am delighted that you have requested information about the position of Consultancy Team Administrator.

Tpas is a unique organisation and one which needs dedicated and talented individuals to help the organisation to even greater success.

Tpas was established in 1988 and since that time it has gained an unrivalled reputation for providing tenants and landlords with high quality services. We bring tenants and landlords together. Because together we know we can find solutions to improve services, save money and bring lasting change to communities.

Operating across England, we are a membership organisation representing over 3.8 million social homes with 14 staff.

The landscape in social housing is constantly changing and evolving with new regulation and an increased media spotlight. We are confident that we are well placed to meet those demands building on our successful track record, but recognise that we need to continue to anticipate change and provide services to meet our members' needs.

There are many challenges ahead for us, as with many organisations, but there are also some great opportunities. I hope you will want to join us to add your passion, commitment, and skills to the great team at Tpas.

It is my role to work closely with the Tpas Board to ensure that Tpas grows and develops as a financially sound organisation delivering excellent customer service and with a strong influencing voice at the heart of national decision making.

I look forward to receiving your application.

Yours Sincerely,

A handwritten signature in black ink that reads "J. Osbourne". The signature is written in a cursive, flowing style.

Jenny Osbourne MBE

Tpas Chief Executive



Tenants Charter

In the 1970's tenants in Britain were campaigning for legal rights, especially for security of tenure and consultation. Tenants groups began to join together. The National Tenants Organisation was formed and the NTO launched its own "Tenants Charter".

In 1980, the Government introduced the Housing Act in England and Wales. The Act did not apply to Scotland and so tenants in Scotland had no statutory legal rights to consultation.

Scotland had a very active Scottish Tenants Organisation and with the help of the Scottish Consumer Council, housing workers, academics, Shelter and other organisations, a plan was put together to try and support and encourage greater tenant involvement.

The first Tenant Participation Advisory Service was set up in Scotland in 1981.

HRH Duke of Edinburgh's Inquiry British Housing

In 1985, an "Inquiry into British Housing" was launched, chaired by HRH the Duke of Edinburgh.

The report emphasised the need to involve tenants in all aspects of housing management, the need to support and encourage the development of tenant's associations and to provide resources to help tenants. The Inquiry praised the work of Tpas in Scotland and recommended setting up a similar service for England and Wales on a regional basis.

Launch of Tpas for England and Wales

In November 1985, the National Consumer Council took up the Inquiry's recommendation about support for tenants and the idea of a Tpas (and a Tenants Information Service) and set up a consultative conference for Tenants Organisations from all over Britain to discuss the ideas. A steering group was formed.

In 1988, success was achieved and Tpas was launched as an independent advisory service for both tenants and landlords. The aim was to have a membership organisation run by equal numbers of tenants and landlords' representatives, with funding from subscription and consultancies to match the Government funding. Tpas began as one small office in Salford and moved to its current location of the Old Trafford area in 2002.

Tpas today

We are now England's leading tenant engagement experts. We're dedicated to improving tenant engagement standards across the country. We bring tenants and landlords together through a wide range of services, independent and impartial advice, support, consultancy, and training.

Tpas is a unique social housing membership organisation representing over 330 registered providers, 10000 tenant and resident groups and circa 35 commercial organisations.

We are regarded as an important stakeholder for the Department of Levelling up, Housing and Communities (DLUHC), Regulator of Social Housing (RSH), Chartered Institute of Housing (CIH) and many more.



Tpas: Who we are.

We create the conversations that matter. We bring landlords and tenants together. Because together we can find solutions to improve services, save money and bring lasting change to communities.

Tpas Distinctive Values

Tpas strives to be an ethical organisation. We bring our ethical values to all areas of our business, as an employer, as a service provider, and as a membership body. We are a not-for-profit social enterprise, open to listening, learning and achieving continuous improvement. The following values underpin and define our work:

Integrity

Passion

Inclusion

Professionalism

Innovation

Tenacity

Tpas membership also defines clearly what we are – serving landlord, tenant and other members who in turn provide funding, resources and goodwill well beyond that of a commercial relationship. Our staff contribute professionalism in their work – drawing upon the ethical approach and combining it with a clear ability to interpret that approach in all their work. Tpas seeks to influence through the quality of our ideas and our ability to draw up the experiences of Tpas members. We value diversity and reflect that value in what we do through our work, membership and influencing.

www.tpas.org.uk



Job Description

| | |
|------------------------|--|
| Job Title: | Consultancy Team Administrator (P/T) |
| Responsible To: | Head of Consultancy |
| Hours: | 20 hours per week Mon – Fri (10am-2pm) |
| Salary: | £25,000 per annum FTE |
| Contract: | Permanent |
| Location: | Homebased |

Job Role and Purpose

The Consultancy Team Administrator reports to the Head of Consultancy and is responsible for the administration and coordination of tasks required to support the Consultancy Officer and the National Consultancy Managers.

The purpose of the role is to provide high level administrative support to the Consultancy Team, its clients, and Associates. On a day-to-day basis your work will be directed by the Consultancy Officer.

Main tasks

- Support the products that the Consultancy team deliver, coordinate diaries where required, administration support for larger projects, including survey creation, and after care.
- Support and diaries, coordinate after care, and follow up meetings. Support and coordinate award presentations, for the Head of Consultancy / Chief Executive.
- Coordinate availability / booked calendars for the whole team, following workplan outlines.
- Support the research to find new Associates: handle applications, reference requests, and assist with the induction and stabilising of new associates, including websites, ezine, create biog's, CVs, and availability updates.
- Support new business, by checking for portal announcements, updating teams on enquiries, and develop CV's, policies, and background research on potential clients, chase to ensure we meet potential client deadlines.
- Contract support, coordinating folder creations, purchase Orders and if required chasing debtors.
- Business Pipeline support, updating with workplan, associate activity, and client updates.
- Support product development, and ensure all project related materials, are produced to a high Tpas standard.
- Support the creation of Best Practice Logs, Testimonials etc.
- Coordinate with Training team, on availability and requests for support.
- Ad hoc – book travel/hotels, attend Tpas Conferences, attend consultancy and team meetings, check on holidays/toil bookings if required.



Person Specification

| EXPERIENCE | |
|---|-----------|
| Experience of administrative and organisational work. | Essential |
| Experience of utilizing interpersonal and communication skills. This must include experience with customers and clients on the phone, in person and electronically. | Essential |
| Proven experience of using own initiative to identify potential problems and take appropriate action. | Essential |
| Experience of developing and implementing successful administrative and organisational systems and procedures | Essential |
| Experience of entering accurate data into new and existing databases | Essential |
| Experience of working in flexible home/work environment | Desirable |
| Experience of working within a membership organisation | Desirable |

| SKILLS | |
|---|-----------|
| Outstanding communication, and interpersonal skills, and an ability to engage with, and create great working relationships with a wide range of stakeholders. | Essential |
| Ability to plan, organise and prioritise workload to meet deadlines by coordinating different activities across the team | Essential |
| Collaborative work ethic to work effectively as a team member | Essential |
| Excellent IT skills with proficiency in MS Office | Essential |
| Ability to use own initiative to respond creatively to challenges/business needs | Essential |
| Ability to work remotely as part of a team and under own initiative | Essential |
| Experience of proof reading/editing skills | Desirable |

| KNOWLEDGE | |
|---|-----------|
| Understanding and knowledge of data protection/GDPR | Desirable |
| Understands the concept, principles and environment of tenant engagement and social housing | Desirable |

| ADDITIONAL | |
|--|-----------|
| Committed to promoting Equality, Diversity & Inclusion | Essential |
| Full UK Driving License with own transport | Desirable |



Information for Candidates

1. Salary and Contract

The full-time salary for this role from £25,000 per annum (Pro rata to 20 hours)

The pay month is the calendar month. Salaries are paid in arrears by the last working day of the current month. This post is a permanent contract.

2. Hours of Work

The basic part-time hours for this post are 20 hours per week, 10am – 2pm, Monday-Friday. Because of the nature of the role, you may occasionally be required to work evenings or more than your contracted hours. Tpas operates a TOIL system for taking back any extra hours worked.

3. Holidays

The leave year runs from 1st April to the 31st of March. In addition to statutory holidays the annual leave entitlement is 25 days annual leave (FTE), plus up to 3 discretionary extra days given at Christmas. The annual entitlement increases up to 30 days (FTE) after five years' service.

4. Pension

Tpas pays contributions on your behalf to the State Pension Scheme and also pays an additional sum worth 8% of your salary as a contribution to an employee's personal pension scheme run by Friends Provident.

5. Death in Service

Tpas operates a Death in Service scheme which pays four times your salary to your dependents in the event of your death whilst working for Tpas.

6. Probation

You will join us on an initial probationary period of four months.

7. Place of Work

As Tpas no longer operates a fixed head office the post will be home based.

The vast majority of Tpas staff are based out of the Northwest/Yorkshire area and as such we think it would be advantageous for the successful applicant to be within an hour's commute to Manchester in order to easily facilitate meeting with colleagues approximately 1-2 times per month. Tpas have been home working since the pandemic. We will keep assessing what our future co working practices might be but at the moment the working assumption is for various staff to meet together on a reasonably regular basis. Tpas will not return to a fixed office for the foreseeable future so applicants should consider carefully if this is the working environment, they can see themselves working within.

8. Expenses

Business mileage is paid at 45p per mile. Tpas does not operate a company car scheme/allowance.

9. IT

You will be provided with a mobile phone, laptop and other equipment as required in order to fulfil your role.



How to apply

10. CV

Please send your CV, plus a cover letter, to:

Leanne Farrell, Consultancy Officer. leanne.farrell@tpas.org.uk

You can submit a video as your cover letter if you prefer alongside your CV.

The deadline for receipt of application forms is **Monday 10th June 2024**.

Tpas accepts no responsibility for the late arrival of any applications. Your application form will be acknowledged and treated with strictest confidence.

11. Short listing and Selection Process

After the closing date all applications will be considered and assessed against the requirements of the role.

The following timetable will then apply:

| ACTIVITY | DATE |
|---|--|
| Closing date for return of applications | Monday 10 th June |
| Shortlisting by panel | Wednesday 12 th June |
| Interview Date | Tuesday 25 th June (on teams) |
| Anticipated Start Date | As soon as possible |

Applicants should note the date that has been set for interviews. No alternative date can be offered.

10. Further Information

If you would like an informal and confidential discussion before submitting your CV and covering letter please contact Julie Butterworth, **Head of Consultancy**, on Julie.butterworth@tpas.org.uk