

Job profile

Job title: Project Assistant	Responsible to: Strategic Asset Manager
Salary: D - up to £26,905 per annum	Contracted Hours: 37 hours, fixed term 12-month contract
Responsible for: N/A	

Purpose of the job

The Project Support Assistant will provide proactive coordination and administrative support to the Warm Homes, assets and investment programmes, helping ensure delivery information, records, costs, resident communication and funder evidence are accurate, complete and up to date.

The role will be a key point of support for the project team, maintaining programme trackers and documentation, coordinating information from contractors and colleagues and ensuring actions are progressed on time.

This is a busy and varied role requiring excellent organisation, attention to detail, confidence working with data and a proactive approach to supporting programme delivery.

Key Accountabilities

1.	Provide day-to-day coordination and administrative support across the Warm Homes, assets and investment programmes, ensuring information and actions are progressed accurately and on time.
2.	Maintain accurate programme trackers, records and evidence, including property status, measures, programme dates, costs, completions, access, defects and other key delivery information.
3.	Collate and validate data for performance reporting, including progress against targets, financial information, KPIs and funder requirements.
4.	Support payment and commercial processes, including purchase orders, invoices, applications for payment and supporting evidence, ensuring information is accurate and appropriately recorded.
5.	Maintain programme documentation and audit records, ensuring evidence is stored appropriately and can be readily accessed for internal assurance, funders and audit.
6.	Support resident communication and engagement, including appointments, access arrangements, correspondence and information relating to planned works.
7.	Support contractor coordination, gathering information, following up actions and ensuring queries are directed to the appropriate colleague and progressed promptly.

8.	Support meetings and governance arrangements, including preparing information, recording actions and monitoring their completion.
9.	Work collaboratively across SLH, helping ensure programme information is shared accurately and promptly with relevant teams and colleagues.
10.	Support the management of complaints, defects and resident feedback, maintaining records and ensuring actions are followed through and escalated where appropriate.
11.	Maintain high standards of data quality and confidentiality, ensuring programme information is accurate, secure and produced in a timely manner.
12.	Champion equality, diversity and inclusion, ensuring communications and programme activity are accessible and consider the different needs of residents.
13.	Take responsibility for continued professional development, building knowledge and skills to support the programme and wider team.

Job Title: Project Assistant		
Criteria	Essential/ Desirable	Method of Assessment
Qualifications		
Good general education, including English and Maths, or equivalent experience.	E	CV/I
Knowledge, Skills & Abilities		
Strong administrative and organisational skills, with the ability to manage multiple priorities and work accurately at pace.	E	CV/I
Strong working knowledge of Excel, Word, Teams and digital systems.	E	CV/ST
Confidence working with data, trackers and reporting information.	E	CV/I/ST
Excellent written and verbal communication skills.	E	I/ST
Strong attention to detail and ability to maintain accurate project and audit records.	E	CV/I
Proactive and reliable, with the ability to follow up actions and see tasks through to completion.	E	I
Ability to handle sensitive and confidential information appropriately.	E	CV/I
Collaborative approach and willingness to support different areas of the programme.	E	I
Understanding of equality, diversity and inclusion and accessible customer communication.	E	I
Experience		
Experience of working in an administrative, project support or customer focused role.	E	CV/I
Experience supporting a large or complex project or programme.	D	CV/I
Experience within social housing, construction or retrofit.	D	CV/I
Experience of project, financial or contractor administration.	D	CV/I
Experience of working with residents or customers.	D	CV/I
Values and behaviours		
Leads in a values-led way, consistently modelling SLH values and setting clear expectations for behaviour and culture. Takes ownership and acts with integrity, transparency and accountability, making balanced decisions in the best interests of residents and the organisation. Creates an inclusive and psychologically safe environment where colleagues feel able to contribute, challenge and grow. Demonstrates a strong commitment to resident-focused services, ensuring fairness, respect and dignity in all interactions. Is confident to lead through challenge and change, making clear, ethical decisions even when these are difficult.	E	I
An unwavering commitment to equality, diversity and inclusion, ensuring this is embedded in the work of SLH.	E	I/CV
An unwavering commitment to SLH values which of: - Do the right thing - Show respect and kindness, always	E	I/CV

• Be honest and fair • Make it happen • All belong at SLH		
	E – Essential D – Desirable	AF – Application form/CV I – Interview ST – Skills test ASS – Psychometric tool e.g., Wave
Warm Homes is a varied and fast-moving programme and no job profile can capture every activity. The postholder will be expected to work proactively, flexibly and collaboratively, supporting wider programme and organisational priorities as required. The postholder may therefore be required to undertake other duties broadly consistent with the purpose and level of the role.		
Role profile prepared by: Director of Assets & Development		
Review date: September 2026		
Location: Bridge Mills Business Centre, Stramongate, Kendal LA9 4BD. South Lakes Housing operates a hybrid working policy, with a minimum requirement of one day per week in the office and site attendance required to meet the needs of the role and programme. Office attendance may be increased where required to meet the needs of the role		