



watmos
COMMUNITY HOMES

Recruitment Information

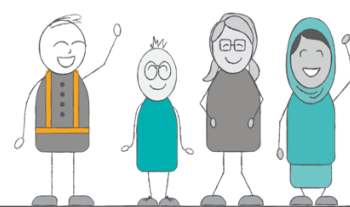
Repairs Administrative Assistant





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Letter To Applicants

October 2026

Dear Applicant,

Re: Repairs Administrative Assistant (12 months' fixed-term contract)
Location: Lambeth, London

Thank you for responding to our recent advertisement for the post of **Repairs Administrative Assistant (12 months' fixed-term contract)**.

To apply you should upload your CV and complete some basic details on our recruitment site, which can be reached by clicking [here](#)

Further information about Watmos can be found on our web site www.watmos.org.uk

Before completing your online application, please read the job description and the person specification carefully. The selection panel will only shortlist applicants who have demonstrated on their CV that they meet the criteria on the person specification. Consider how all your education, training, skills and experience relate to your application.

Should you have any questions or have special requirements please e-mail recruitment@watmos.org.uk or contact Jen Medza, Human Resources Advisor on 01922 471910.

- The closing date for receipt of applications is **15th November 2026**.
- Shortlisting will take place on **16th November 2026**.
- Interviews will be held on **23rd November 2026**.

Should you have any questions regarding the application process please do not hesitate to contact me.

All the very best with your application.

Yours sincerely,

M. Anderson

Michael Anderson
Head of Human Resources





Advertisement

watmos
COMMUNITY HOMES



Leading the way in resident empowerment Watmos' unique approach has put it at the forefront of transforming communities, providing great homes and exceeding expectations. We are seeking an outstanding and dedicated individual who shares our passion for improving people's lives.

Repairs Administrative Assistant (12 months' fixed-term contract)

£32,094 plus many benefits.

Location: Lambeth, London. Hybrid Working.

You will play a key role in supporting the smooth and efficient delivery of London Housing's repairs service, providing comprehensive, proactive and effective administrative support to the team. With a strong focus on customer service, you will help ensure repairs are managed efficiently and professionally, contributing to a positive experience for residents and supporting the delivery of high-quality housing services.

You will have experience in asset management administration, ideally covering repairs and compliance, alongside excellent written and verbal communication skills. You will be highly organised, with strong attention to detail and the ability to prioritise workloads and manage competing demands. You will also have excellent interpersonal and IT skills, with proficiency in Microsoft Word, Excel, Outlook and other relevant software packages, enabling you to maintain accurate records, manage information effectively and provide a responsive and reliable administrative service.

We are genuinely proud of our diversity, our people, our values, our homes and our achievements and you will support our ongoing evolution.

In line with our ethos as an organisation we are committed to creating a diverse and inclusive organisation with a sense of belonging, where everyone knows their opinions matter and their talents can be fully utilised. We encourage applications from those of all backgrounds and strongly value having a workforce that includes people who have different life experiences.

To download a recruitment information pack and apply:

Visit: <https://watmos.current-vacancies.com/Careers/Watmos%20VSP-1722>

e-mail: recruitment@watmos.org.uk

Write to: Jen Medza, Human Resources Advisor
Watmos Community Homes, 116-120 Lichfield Street,
Walsall, West Midlands, WS1 1SZ

Closing Date: 15th November 2026





Job Description

Job Title:	Repairs Administrative Assistant
Department:	London Housing
Responsible to:	Senior Property Maintenance Surveyor
Responsible For:	None
Significant Relationships	Watmos Group Staff Committee Members Suppliers and contractors Residents and Leaseholders
Location:	Watmos Community Homes, 163-165 Lambeth Walk, Kennington, London, SE11 6EE
Special Conditions:	Occasional weekend and evening work will be required.

Job Purpose

- Providing comprehensive, proactive and efficient administrative support to London Housing, ensuring all agreed timescales and service standards are achieved.
- Contributing to the overall smooth and efficient running of the team to ensure the delivery of a professional and customer focused service.
- Delivering a high quality repairs management service to the Watmos property portfolio by ensuring the needs of residents are met throughout their tenancies.

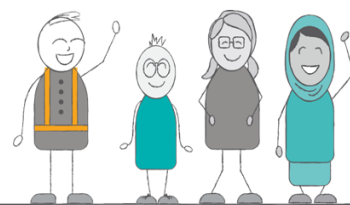




Job Description

Key Responsibilities

1. Receiving, raising and tracking repair requests reported by the residents, including Out of Hours (OOH) job logging.
2. Contributing to the effective operation of London Housing, by providing administrative services, preparing routine reports, issuing agendas and supporting documents to agreed deadlines. Establishing timetables for all contract meetings, taking minutes and producing all relevant documents for contract and team meetings.
3. Organising and maintaining an appointments diary for London Housing, recording appointments, preparing information and other materials prior to site visits and ensuring the efficient administration and smooth running of the service.
4. Liaising with the Senior Property Maintenance Surveyor/Repair Technicians to collate, coordinate and arrange the carrying out of all building repairs and improvement works to housing stock.
5. Overseeing the successful operation of the Aids and Adaptations, Disrepairs Policy and Procedures, ensuring all targets are met and statistics are properly recorded and monitored.
6. Ensuring that all enquiries are appropriately routed so that they are dealt with effectively and monitored to ensure satisfactory outcomes, adhering to Watmos procedures at all times.
7. Making a positive contribution to development of systems and services within Watmos Community Homes.
8. Ensuring the delivery of highly efficient administrative support including, but not limited to, the processing of invoices, logging repairs, the updating and maintaining all records on spreadsheets and databases i.e. stock condition and warranty information.
9. Co-ordinating the accurate and timely preparation of information relating to London Housing as required. In particular, this will involve the extraction, analysis and collation of statistical performance information in relation to customer satisfaction (TSM's), property investment and repairs and maintenance work.
10. Overseeing and carrying out word processing correspondence, reports, papers, specifications, contract documents, memos, tables and charts as required to a high standard of accuracy and speed, using word processing, spreadsheets and similar packages.





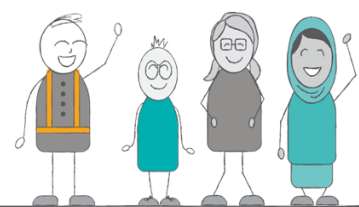
Job Description

11. Co-ordinating and dealing with routine written and verbal enquiries, ensuring that all agreed timescales are met to deliver the best possible level of customer satisfaction.
12. Responding to telephone enquiries, drafting routine correspondence as required in response to such enquiries in accordance with agreed procedures.
13. Creating and maintaining accurate and up to date contract files which allow instant access to information whilst ensuring the security and confidentiality of all data.
14. Co-ordinating and providing efficient administrative support for the team as required, liaising with team members and despatching, monitoring and collating documentation as required including ordering of goods and services.
15. Overseeing and managing Out-of-Hours (OOH) repairs enquires, ensuring all outstanding repairs are completed, any complaints are resolved quickly and the service is provided to a high quality standard.
16. Establishing, developing and maintaining effective working relationships with all work colleagues, residents and external stakeholders to ensure an integrated contribution to the organisation's objectives.
17. Liaising throughout the organisation (Walsall and London) to ensure effective communication on all property investment work programmes and repairs and maintenance activities.
18. Proactively developing new systems and office processes to enable London Housing service to be delivered effectively and efficiently, suggesting improvements to working practices, record keeping and management systems.
19. Reviewing, updating and maintaining the London Housing intranet site & Housing database, repairs spreadsheets.
20. Providing cover for other employees when required.

Other

21. Complying with and implementing the GDPR (General Data Protection Regulation).

Note: These duties may be performed on behalf of any member of the Watmos Group. No job description can cover every issue which may arise within the post at various times and therefore the jobholder is expected to carry out other reasonable duties and to provide cover for other staff as requested from time to time.





Person Specification

ASSESSED		
	ON APPLICATION	AT INTERVIEW PROCESS
Qualifications		
1. 5 GCSEs (A-C, 4-9) including English Language or equivalent and Level 3 qualification in Business Administration or equivalent or Qualified by experience to equivalent level.	✓	
Professional Knowledge and Experience		
1. Experience in asset management or repairs administration.	✓	✓
2. Experience in an office environment and administration role including developing and implementing asset management office systems.	✓	✓
3. Experience of compliance and repairs administration in relation to asset management.	✓	✓
4. Experience of planning and organising a range of activities and events.		✓
5. Experience of maintaining operational office facilities.	✓	✓
6. Experience of compiling and maintaining accurate written, computerised and statistical records.	✓	✓
7. Experience of collating, analysing and producing performance information.	✓	✓
8. Experience of working in a customer focused service delivery environment.	✓	✓
Skills and Abilities		
1. Commitment to resident management, involvement and empowerment.	✓	✓
2. Excellent written communication skills, including the ability to write letters, reports and file notes to a high standard.	✓	✓
3. Excellent IT literacy skills and the ability to use Microsoft Word, Excel, Outlook and other appropriate software packages to a high standard.	✓	✓





Person Specification

		ASSESSED	
		ON APPLICATION	AT INTERVIEW PROCESS
Skills and Abilities continued			
4.	Strong interpersonal skills at all levels. Fluent and clear oral communication with the ability to communicate to variety of customers.		✓
5.	Able to show integrity and maintain confidentiality.		✓
6.	Excellent ability to plan own workload and prioritise to meet targets and deadlines.		✓
7.	Commitment to fairness, equality and diversity.		✓
8.	Demonstrate enthusiasm, drive and initiative.		✓
Flexibility and Commitment			
1.	Commitment to attending occasional evening and weekend meetings and events as required.	✓	
2.	Willingness to contribute to and be actively involved in Watmos resident involvement and community empowerment activities and events.	✓	
3.	Willingness to travel efficiently around the UK as required.	✓	





Benefits

My Pay

- Competitive salaries, which are benchmarked regularly.
- Salary reviewed annually.
- Enrolment into a pension scheme (4% employee contribution, 6% employer contribution). Opt-out available.
- Enhanced maternity, paternity, adoption and shared parental pay.
- Enhanced sick pay for when you really need it.
- Travel to work loans.
- Electric vehicle car lease salary sacrifice scheme.
- Considerable savings via our high street discount schemes – retail, travel, gym and leisure discounts.
- Enhanced travel expenses.
- Additional pay when working away from home for more than a night.
- Free professional subscriptions.
- Free car parking.

My Wellbeing

- 25 days annual leave rising to 30 days.
- 8 bank holidays.
- 4 additional concessionary leave days.
- Employee Assistance Programme offering support for home and work issues.
- Interactive wellbeing app designed to enhance your overall wellbeing.
- Access to free 24-hour counselling.
- Cycle to work scheme.
- Free flu jabs, eye tests and occupational health advice.
- Free tea and coffee etc.
- Ongoing assessment of your wellbeing and motivational drivers (work and personal) via 'Open Blend' software.
- A culture that promotes equity, diversity, inclusion and belonging.

My Flexibility and Work-Life Balance

- Hybrid working (home and office working), where role allows.
- Flexible working depending on your role. Flex your start and finish times.
- Flexi-leave. Additional time off for accrued flexi-time.
- A wide range of family friendly policies.

My Development

- In-person and online training sessions as well as e-learning, coaching, interactive workshops and external courses leading to a qualification.
- An innovative approach to performance management via the 'Open Blend' software coaching framework, putting the employee and their development at the heart of conversations.





About Watmos

Our Mission and Vision

By delivering our corporate objectives we will fulfil our mission, which is our 'core purpose' and our vision, which is what 'we ideally want to achieve for our residents'.

Our mission and vision are set out in the graphic to the right.



Our Mission

To provide great homes and services, build strong communities and improve people's lives.



Our Vision

To build a strong community focussed organisation where all our residents can prosper in healthy, safe and vibrant neighbourhoods.

Our Values

Our values are very important to us; they are our guiding principles driving what we do and how we work to deliver our Corporate Strategy. They reflect who we are and how we want to be seen.

Our values were developed by our Board and staff, and we hope everyone who meets us will agree that we live by them, and they are real. Our values are set out in the graphic to the right.



We are Stronger Together: We value the diversity of talents, perspectives and experiences of our people. We work collaboratively to foster creativity, challenge constraints and achieve shared goals.



We have Integrity: We are sincere and act with honesty and fairness. We keep our promises and are accountable for what we do, how we work and our decision making.



We are Caring: We work for the wellbeing and safety of our people showing empathy and understanding. We take responsibility for our environment.



We Strive for Excellence: We constantly review and improve how we do things. We take pride in our work. We make decisions that drive value for money and social impact.



We are Community-Focussed: We provide support to develop the skills, health and wellbeing of residents and build the capacity of community groups to help support thriving communities.



We are Agile: We are adaptable, resourceful and dynamic. We innovate to rise above challenges to make best use of our resources.

Link to Corporate Publications: <https://www.watmos.org.uk/corporate-publications>

