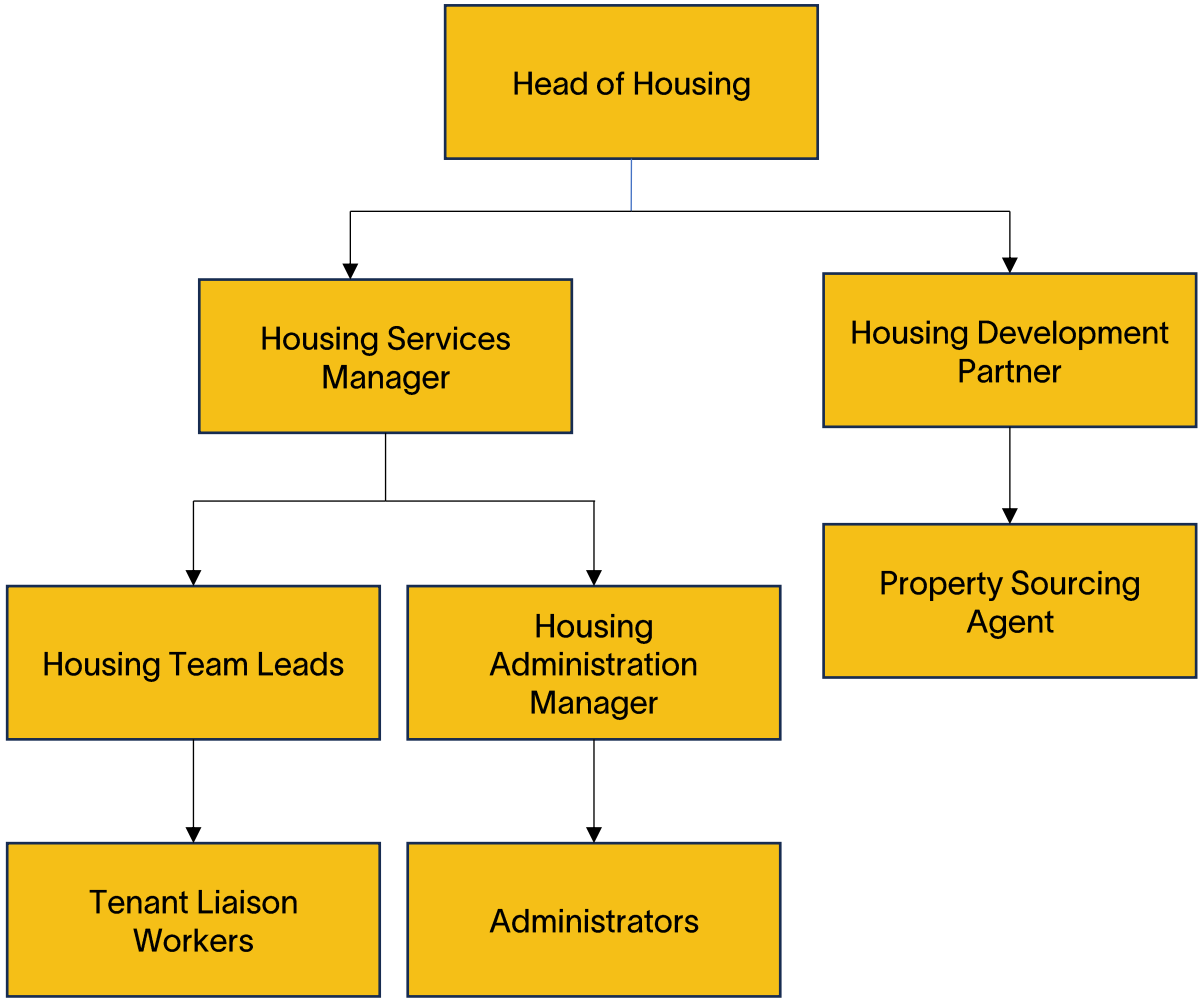
Right There

Job Pack
Administrator
(October 2026)

Preventing homelessness, one person at a time

Job Purpose Administrator



Within Short Term Housing we provide a link between private Landlords, Glasgow City Council Temporary Allocation team and Tenants.

Our main goal is to end homelessness by providing access to privately rented properties as we believe that this is an effective and long-term solution to preventing homelessness.

The Administrator will provide an organised, effective and efficient administration function providing general support to both the Rent Deposit and the Temporary Accommodation programmes within Short Term Housing.

The Administrators also provide front line support and information to the people we support, landlords, community homeless teams and other agencies.

Telephone support is a large part of the role within the Administration team. It is both supportive and informative to the tenants.

About Right There



We are a charity that recently celebrated 200 years of standing alongside people in Scotland. Last year we supported almost 4,000 people to stay in their homes and stay connected to the people they love.

We provide tailored support for people, at home and in the community. We are here for people living with the effects of homelessness, poverty, addiction or family breakdown. We meet people where they are, with no judgement – walking alongside them and offering the right support at the right time.

Everyone's story is unique, and everyone's route home is different, so we tailor our response to the individual. Our approach is about building trusting relationships and nurturing people's strengths, and our 200 staff, mentors and volunteers are at the heart of it.

What We Do



For People

Through counselling, mentoring and coaching, we help people feel happier, safer and more confident to take steps to improve their own lives.



At Home

From emergency accommodation to supported and next-step housing, we provide safe and supportive places to call home.



In The Community

Through outreach, help to rent and family support, we help people live independently and build strong community connections.

Our Vision

A world where everyone has an equal chance to create a safe and supportive place to call home.

Our Mission

We meet people where they are in life with no judgement; walking alongside those who need support and preventing them becoming homeless or separated from the people they love.

Values

At the heart of Right There is our values. And we are proud to live these every day; to be the best we can be for those involved in our work.

Respect

We treat everyone the same way - with dignity and respect. You'll find no judgement here.

Integrity

We take great pride in having high standards and transparency about our goals and progress as a charity.

Compassion

We understand the importance of empathy, and the power of a shoulder to lean on.

Aspiration

We believe firmly in the goodness in people; their strengths and what makes them unique.

Reflection

We are always learning to be the best we can be.

Roles & Responsibilities

1. Front-Line Contact & Service Support

- Act as the first point of contact via telephone for tenants, landlords, partner agencies, and internal colleagues.
- Respond to enquiries in a professional, calm, and supportive manner, particularly where individuals may feel anxious or distressed about their housing situation.
- Communicate clearly and effectively with people who may have additional support needs or find communication challenging.
- Ensure enquiries are accurately recorded and appropriately routed or followed up.

2. Administrative Support

- Provide general administrative support across the Help to Rent and Temporary Accommodation programmes.
- Prepare, collate, and maintain essential documentation, including move-in packs and interview materials.
- Maintain accurate and up-to-date records across all relevant systems, including Home Master, NICO (Salesforce), SharePoint, Excel databases, and Microsoft Outlook.
- Input and update Housing Benefit and other key data to support service delivery and reporting.
- Use finance and operational IT systems to support the effective running of housing services.

3. Liaison & Coordination

- Liaise with a range of external partners, including Temporary Accommodation Allocation teams, community homelessness teams, Housing Benefit and Council Tax teams, landlords, and support agencies.
- Share relevant updates with colleagues to ensure coordinated and effective support for tenants.
- Contribute to monitoring, reporting, and information-sharing requirements with internal teams and Glasgow City Council.
- Represent Right There positively and professionally in all communications and interactions.

Roles & Responsibilities (continued)

4. **Property & Tenant Records**
- Maintain accurate, compliant, and well-organised property and tenant records in line with housing legislation, regulatory requirements, and organisational policies.
- Source, record, and monitor essential property documentation, including landlord registration and property inventory and condition reports.
- Allocate property and system reference numbers, prepare leases, and ensure all documents are securely stored electronically.
- Maintain tenant records within Home Master, ensuring information is kept up to date and files are appropriately closed when tenancies end.

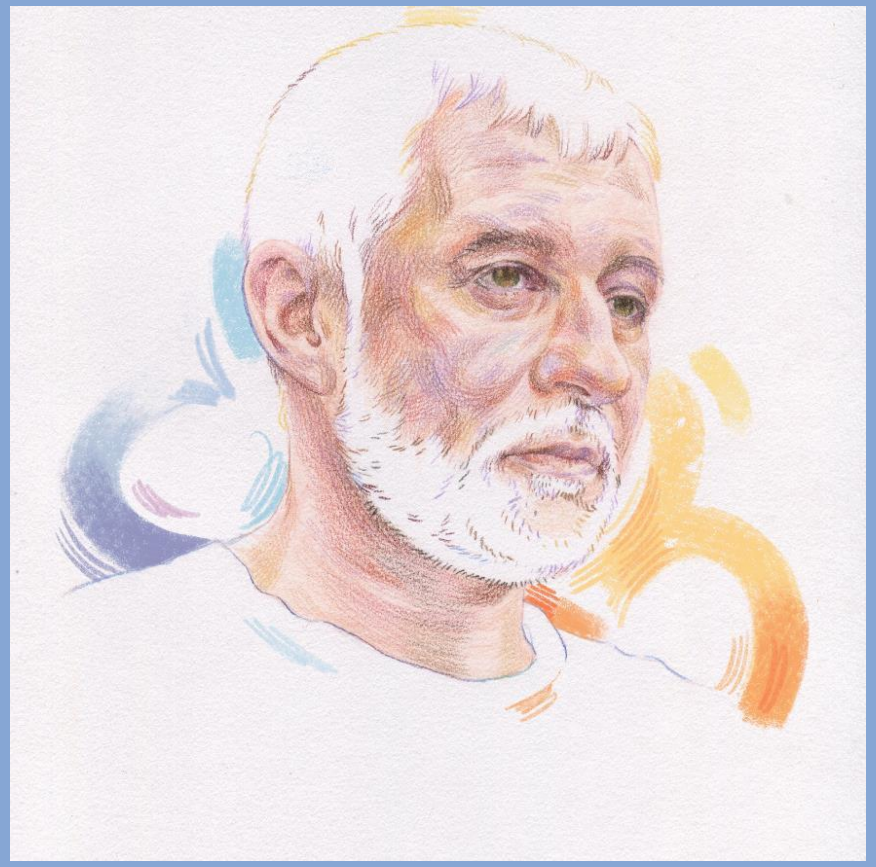
5. **Supporting Short Term Housing Services**
- Actively support the delivery of Short Term Housing priorities, including the development of a high-quality, compliant property portfolio and achievement of organisational KPIs.
- Raise and manage leases, ensuring all property documentation meets required standards.
- Provide cover support to the Utilities Coordinator to help resolve ongoing utility issues impacting our temporary accommodation properties.
- Contribute to audits, monitoring, and performance reporting, including collation of KPI data.
- Manage stock control of home furnishing and household essentials, ensuring people we support receive a basic inventory pack (including items such as bedding, plates, cutlery, and other essential items) to support a safe and dignified move into accommodation.

6. **Working as Part of Right There**
- Work collaboratively as a proactive member of the Short Term Housing team and the wider Right There organisation.
- Engage in relevant training, reflective practice, and continuous personal and professional development.
- Contribute to service and organisational improvement by providing feedback on policies, procedures, and local practice guidance.
- Participate in organisational initiatives, forums, and working groups that support learning, inclusion, and service development.

Essential skills & experience

WHAT YOU MUST BRING

- ✓ Experience of working in an administrative or support role within a busy, service-focused environment.
- ✓ Confidence and competence in using a range of IT systems and digital tools to accurately record, manage, and share information.
- ✓ Ability to provide a professional, responsive, and supportive first point of contact by telephone, recognising the needs of people who may be distressed or anxious.
- ✓ Strong verbal and written communication skills, with the ability to communicate clearly, respectfully, and effectively with people we support, colleagues, and partner organisations.
- ✓ Ability to organise and prioritise workload effectively, responding positively to changing demands while maintaining a high standard of service.
- ✓ Experience of working towards service priorities and performance expectations in a values-led environment.
- ✓ Ability to coordinate information from a range of sources to support informed decision-making and joined-up working.
- ✓ Demonstrates initiative, forward planning, and a solution-focused approach to problem-solving.
- ✓ Experience of managing tasks from start to completion, using sound judgement to identify when issues should be escalated.
- ✓ Ability to work both autonomously and as part of a team, using supervision and support appropriately.



Desirable knowledge

Helpful experience that will strengthen delivery and compliment your essential skills.

- ✓ An Administration or IT qualification or equivalent relevant experience
- ✓ Awareness of the values, challenges and operating context of the third sector, including working with people experiencing housing insecurity or disadvantage

Role Details

Contract: Part time, permanent, 21, hours per week.
Salary: SCP 21-24 £26,231 - £28,532 per annum. Pro-rated salary £15,739 - £17,338 per annum
Reporting to: Housing Administration Supervisor

- → Working hours are worked Wednesday to Friday between the hours of 9am and 5pm with 1-hour unpaid break.
- → Your core place of work will be Rosemount Business Park, Unit E2, 141-145 Charles Street, Glasgow, G21 2QA
- → You may be required to work from such other place as the organisation may reasonably require from time to time.
- → Annual leave entitlement of 210 hours holiday (equivalent to 6 weeks) pro rata per year in the first year rising to 280 hours (equivalent to 8 weeks) pro rata per year in the second. This includes public holidays.
- → All appointments are subject to a minimum of a 12-week probationary period.
- → You will be automatically enrolled into the People's Pension provided you meet the auto-enrolment criteria.
- → It is the nature of the work of Right There that tasks and responsibilities are, in many circumstances unpredictable and varied. All employees are, therefore, expected to work in a flexible way when the occasion arises.

How We Equip Our People to Thrive

01 Contractual benefits

- **Flexible working** around programme needs.
- **Above Real Living Wage** + Christmas/New Year rota overtime.
- **Jury duty** topped up to full pay.
- **Annual leave**: 6 weeks → 8 after year one; buy or sell 5 days.
- **People's Pension** from day one if eligible; employer and employee each contribute 5%.
- **Life insurance**: 4× salary through the YMCA scheme.

02 Enhanced leave

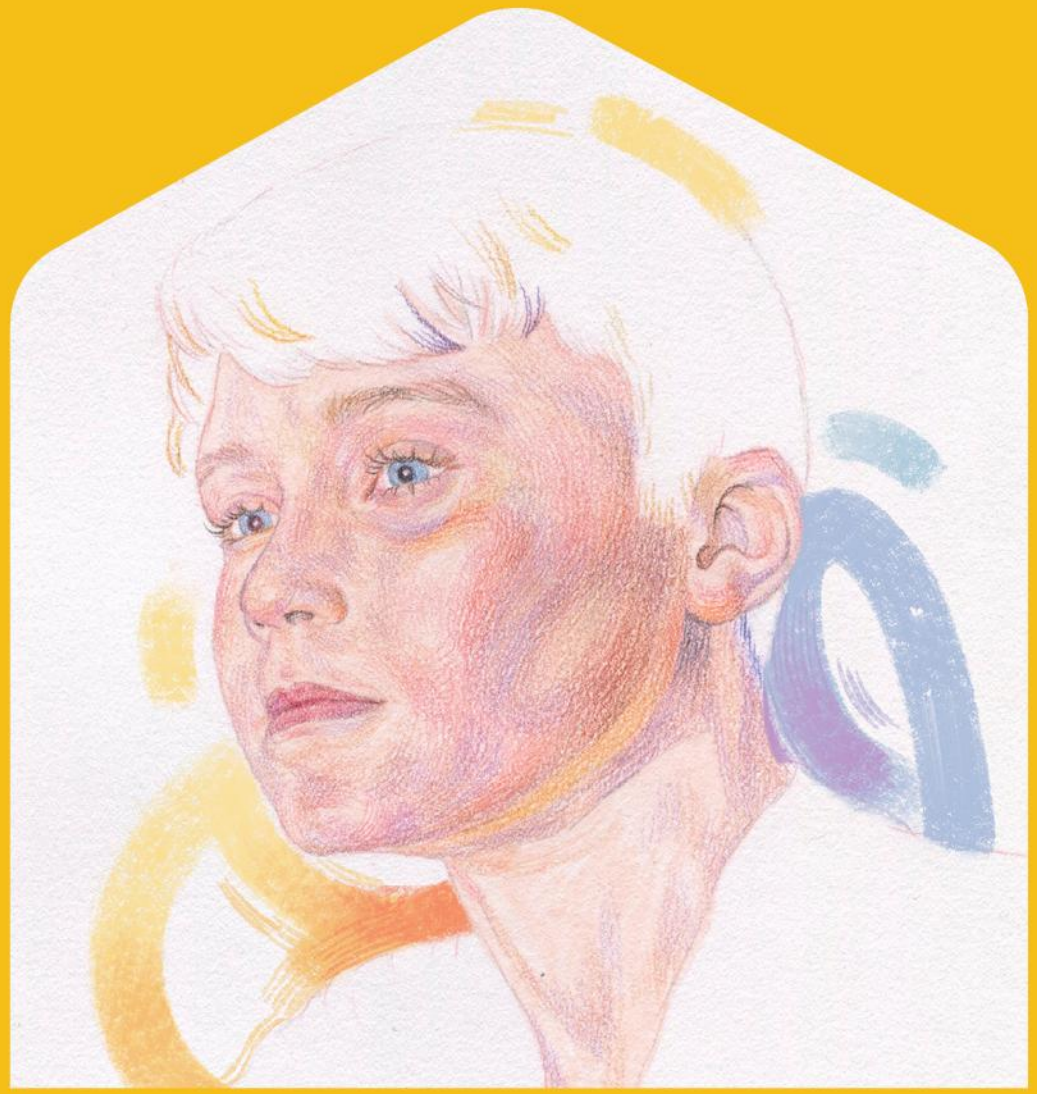
- **Maternity, adoption and shared parental leave**: 26 weeks full pay, then 26 weeks half pay.
- **Paternity leave**: 4 weeks paid.
- **Compassionate leave**: up to 5 paid days after a loss or serious illness of a loved one.
- **Neonatal care leave**: up to 12 weeks full pay for those who qualify, inclusive of statutory pay.
- **Parental bereavement leave**: 2 weeks full pay.

03 Development & wellbeing

- **24-hour support** through our Employee Assistance Programme, Wellbeing Hub and self-care resources.
- **Mentoring platform**: take part as a mentee, mentor or both.
- **Learning and growth**: People First trauma-informed training plus an annual role-relevant development plan.
- **Funded qualifications**: SVQ levels 2, 3 and 4 for appropriate roles.

04 Everyday extras

- **Health Shield**: monthly plan with GP Anytime and support towards dental care, glasses, massage and physiotherapy.
- **Save and travel**: Cycle to Work and Glasgow Credit Union offers for people in Glasgow "G" postcodes.
- **Rewards**: £100 Refer a Friend payment (conditions apply).
- **Discounts**: Blue Light Card (£4.99 for two years; 15,000+ offers) and Company Shop.
- **Live events**: enter Concerts for Carers ticket draws.



www.rightthere.org
hello@rightthere.org

Follow us search ‘Right There’:

Thank you.

Good luck with your application.

**For People.
At Home. In the Community.**