

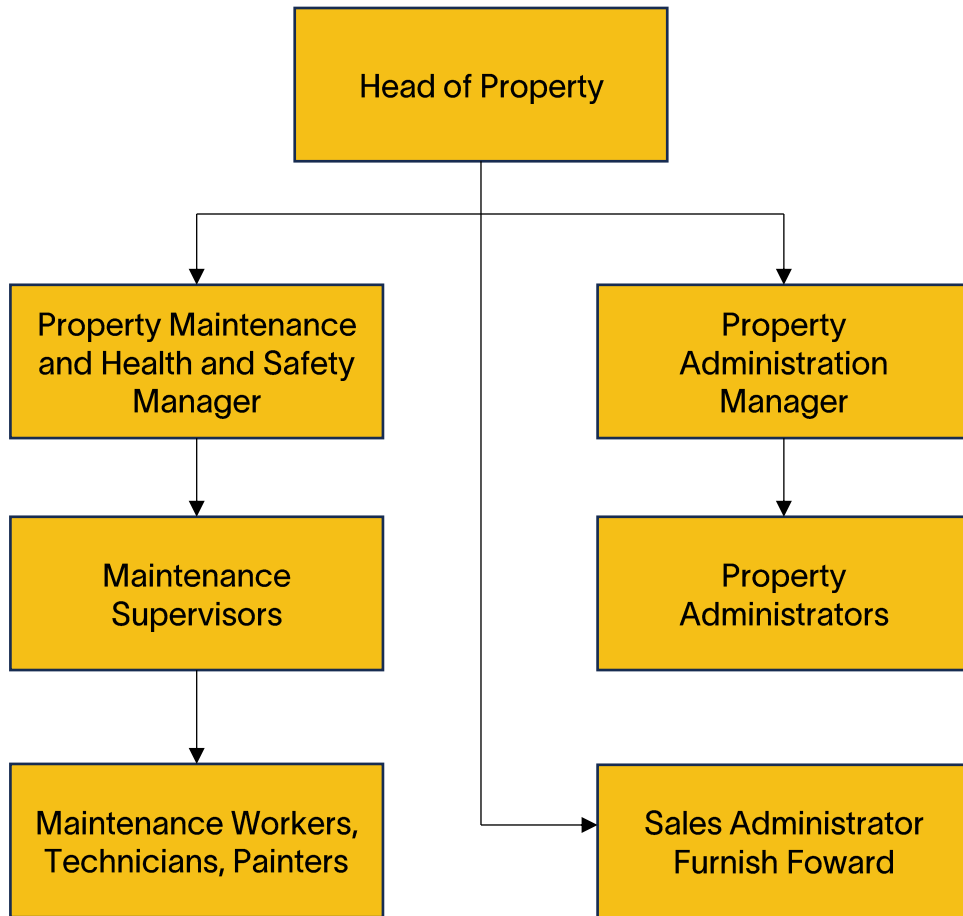
Right There

Job Pack
Property Administrator
(December 2025)

Preventing
homelessness,
one person
at a time

Job Purpose

Property Administrator



The Property team is responsible for the management of a portfolio of over 500 properties of various size, predominantly in the Glasgow area and includes general administration, maintenance workers, technicians and painters.

The Property Administrator will provide organised, effective and efficient administration support to the Property Department. They will assist in the delivery of a full and sustainable administration service, as well as providing front line information to staff, managers, suppliers and contractors and other external agencies.

About Right There



We are Right There, a charity celebrating our 200th anniversary in 2024. We provide tailored support for people, at home, and in the community. We are here for people who are living with the effects of homelessness, poverty, addiction, or family breakdowns. Last year we supported almost 4,000 individuals, helping to prevent them from becoming homeless or separated from the people they love.

We are here to offer the right support at the right time, including breaking down financial barriers; accessing the private rental market; linking up with local health, employment and training services to help people make connections within the community; and, helping people feel happier, safer, and more confident to take steps to improve their own lives.

Every person's story is unique, and everyone's route home is different, so we tailor our response to the individual. We want to challenge stereotypes – it doesn't matter what the situation is – we're not here to judge, only to help.

Our approach is about creating trusting relationships and nurturing people's strengths, and our 200 dedicated staff, mentors and volunteers play a crucial role in this.

Our key areas of focus



For People

We provide tailored support for children and adults to help individuals and families feel happier, create stronger bonds and stay together.



At Home

We provide safe and supportive places to call home for people of all ages, from any circumstances, for as long as they might need it.



In The Community

We provide the tools for people to live independently and build their lives within their community, creating their own safe and secure homes.

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.

Main Role Responsibilities

- Provide a reactive repairs service to tenants logging all communications, assessing and recording repair requirements and sending to the relevant contractor
- Monitor the progress of voids, assuring they are with the relevant team till handover
- Escalating any issues to the relevant person
- Updating and managing the repairs and maintenance section of Homemaster to include internal, external and landlord repairs.
- Use the Homemaster system accurately to record the repair or void and escalate to internal Maintenance Team, continuously update Work Orders on Homemaster with applicable information.
- Progress jobs on Homemaster to completion, raising any follow on works required and making sure notes are up to date.
- General housekeeping tasks in relation to Homemaster and other systems are utilised.
- Working closely with our Maintenance Technicians, scheduling jobs to their calendars and using our trade accounts to order any parts needed.
- Liaise with tenant to arrange access and confirm if there are any additional considerations.
- Effectively communicating within the wider teams and management in relation to property repairs and void assessments, notifying relevant staff or services to confirm status of property repairs.
- Facilitate the administration process for repairs and maintenance with any other repairs and property tasks that may be requested to include general filing, admin and telephone support.
- Review and progress all contractor invoices to the finance team
- Monitor completion dates with internal, external and landlord contractors and escalate any issues to the relevant person/team.
- Update the Tracker system with status of void assessment and repair.
- On receipt of authorised invoices close jobs on Homemaster and input all relevant costs and dates.
- Source appropriate external suppliers to be added to Homemaster contractors list and ensure that all necessary checks have been carried out.
- Ensuring compliance with all relevant health and safety legislation and report any safety concerns or incidents

Main Role Responsibilities

Being Part of the Right There Property Team

- Actively contribute to your programme, the annual business plan process, and the organisations development and improvement.
- Participate in team meetings.
- Attend and participate in training and share learning experiences.
- Engage in reflective practice.
- Feedback on the review of organisational policies & procedures and local guidelines.
- Promote and represent Right There services positively.
- Strive for continuous personal and professional development.

Essential skills and experience



- Educated to SQA Higher level
- Experience within a property, maintenance or contracting team
- Computer literate and competent with Microsoft Office software packages.
- Ability to be adaptable and work as part of a busy team
- Experience of working autonomously with the ability to use initiative and work independently if required
- Experience of effective workload planning with excellent organisational skills with the ability to manage multiple tasks simultaneously to manage and achieve competing deadlines
- Experience of effectively managing a task from start to completion
- Experience of responding to changing priorities
- Demonstrated ability to communicate effectively with tenants, property owners, and team members both written and verbally.
- Experience of determining when appropriate to escalate an issue
- Demonstrates effective co-ordination of information from a variety of sources
- Experience of applying resourceful solutions to problems
- Demonstrates an understanding and consideration of the views, concerns and needs of others
- Experience of collating, processing, presenting and analysing statistical data in a meaningful way
- Initiates action to achieve solutions
- Experience of following up on matters to achieve an effective outcome

Essential skills and experience



Desirable Knowledge

- Knowledge of Homemaster Housing Management software
- Experience using a property / repairs management system
- Knowledge of current housing legislation and evidence of continuous development
- Knowledge of the processes and practices that are central to the property maintenance function
- Awareness of issues surrounding charity sector
- Experience with scheduling, reviewing and actioning any compliance certifications

Role Details

Contract: Full time, fixed term, 35 hours per week.
Salary: SCP 19-22 (£24,252 - £25,961 per annum)
Reporting to: Property Administration Manager

- Working hours are 35 worked Monday to Friday and flexibly between the hours of 8am and 4pm depending on the needs of the service, with 1-hour unpaid break.
- Your core place of work will be Rosemount Business Park, 141-145 Charles Street, Unit E2, 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. Deductions will be taken from your salary in the month you will complete 3-months of employment
- 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

Contractual Benefits

- Opportunities to work flexibly around the needs of your programme.
- Real Living Wage employer.
- 6 weeks annual leave, rising to 8 after a year (plus you can purchase and sell up to 5 days).
- Contributory pension with the Peoples Pension after 3-months, provided you meet auto-enrolment criteria. Employer and employee contributions are at 5%.
- Life insurance at 4 x your salary through YMCA Group Life Assurance Scheme.

Development and Wellbeing Benefits

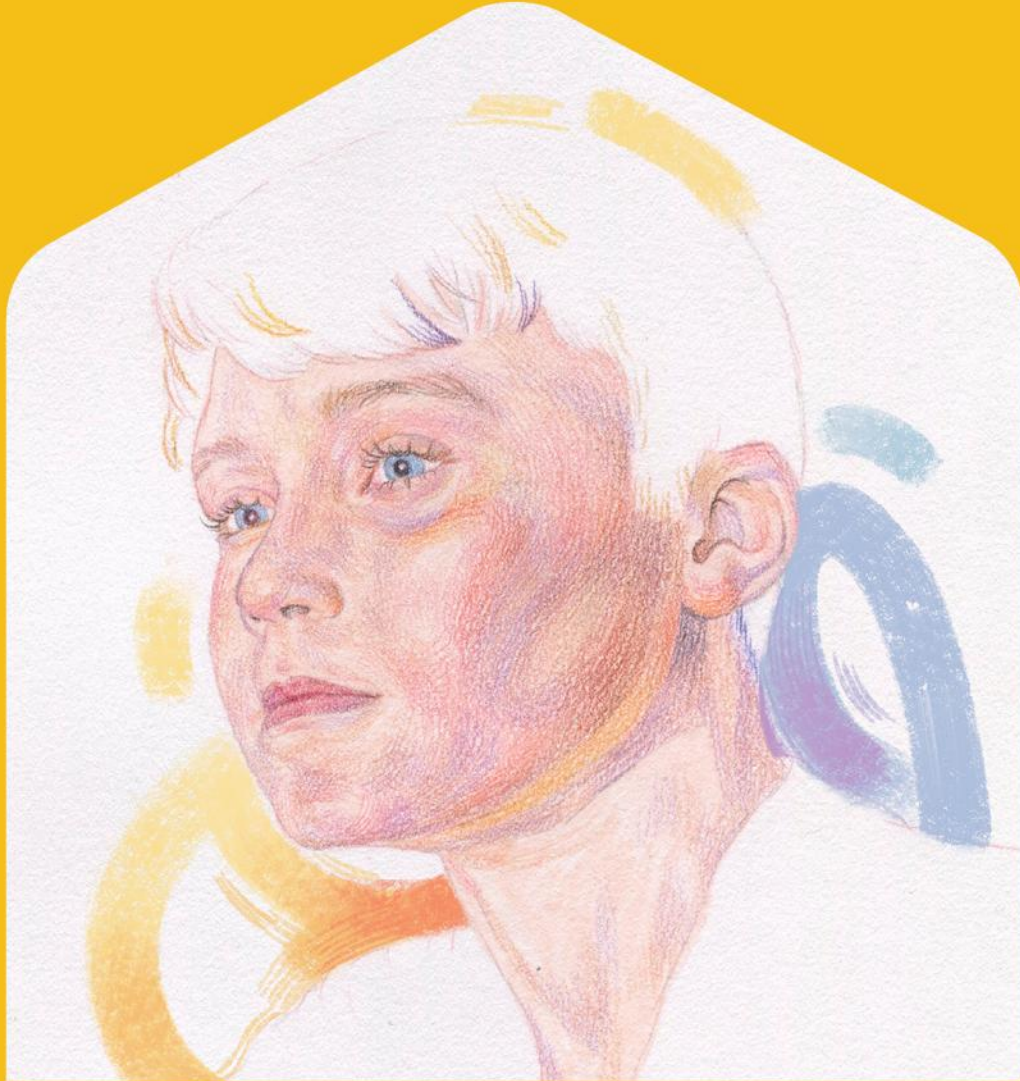
- 24-hour counselling and wellbeing services and self-care hub through Our Employee Assistance Programme and Wellbeing Hub.
- Free access to our Mentoring Platform where you have the opportunity to be mentored by an industry colleague or be a mentor – you could be both!
- Access to a range of development opportunities, such as being trained on our trauma informed [People First approach](#), and access to our annual plan of training and development relevant to your role and growth.
- For appropriate roles, funded SVQ 2 and 3 qualifications.

Enhanced benefits

- Enhanced maternity, adoption and shared parental leave with 12 weeks full pay and 12 weeks half pay.
- Enhanced paternity pay at 2 weeks full pay.
- Up to 5 paid days for compassionate leave for the loss or serious illness of a loved one.
- For those who qualify, full pay for Neonatal care leave of up to 12 weeks (inclusive of statutory neonatal care pay).
- 2 weeks full pay for Parental Bereavement Leave.

Additional Benefits

- Access to Health Shield, where you can set up a monthly payment plan to access additional wellbeing services, including GP Anytime, payment towards dental care, glasses, massages and physiotherapy.
- Cycle To Work Scheme – hop on your bike to feel healthier and save money.
- Glasgow Credit Union – join to receive offers on loans, savings and mortgages to people who live and work in the Glasgow 'G' postcode.
- Refer a Friend to come work with us and receive £100.
- As a charity worker you can purchase a [Blue Light Card](#) for £4.99 for two years, offering you access to over 15,000 discounts with local, regional and national UK brands. These discounts are available online and in-store across many categories.
- [Company Shop](#) also offer discounted items to you within their stores
- Sign up for a chance to win free tickets to live events at [Concerts for Carers](#).



www.rightthere.org
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Follow us search 'Right There':



Thank you.

**Good luck with your
application.**

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