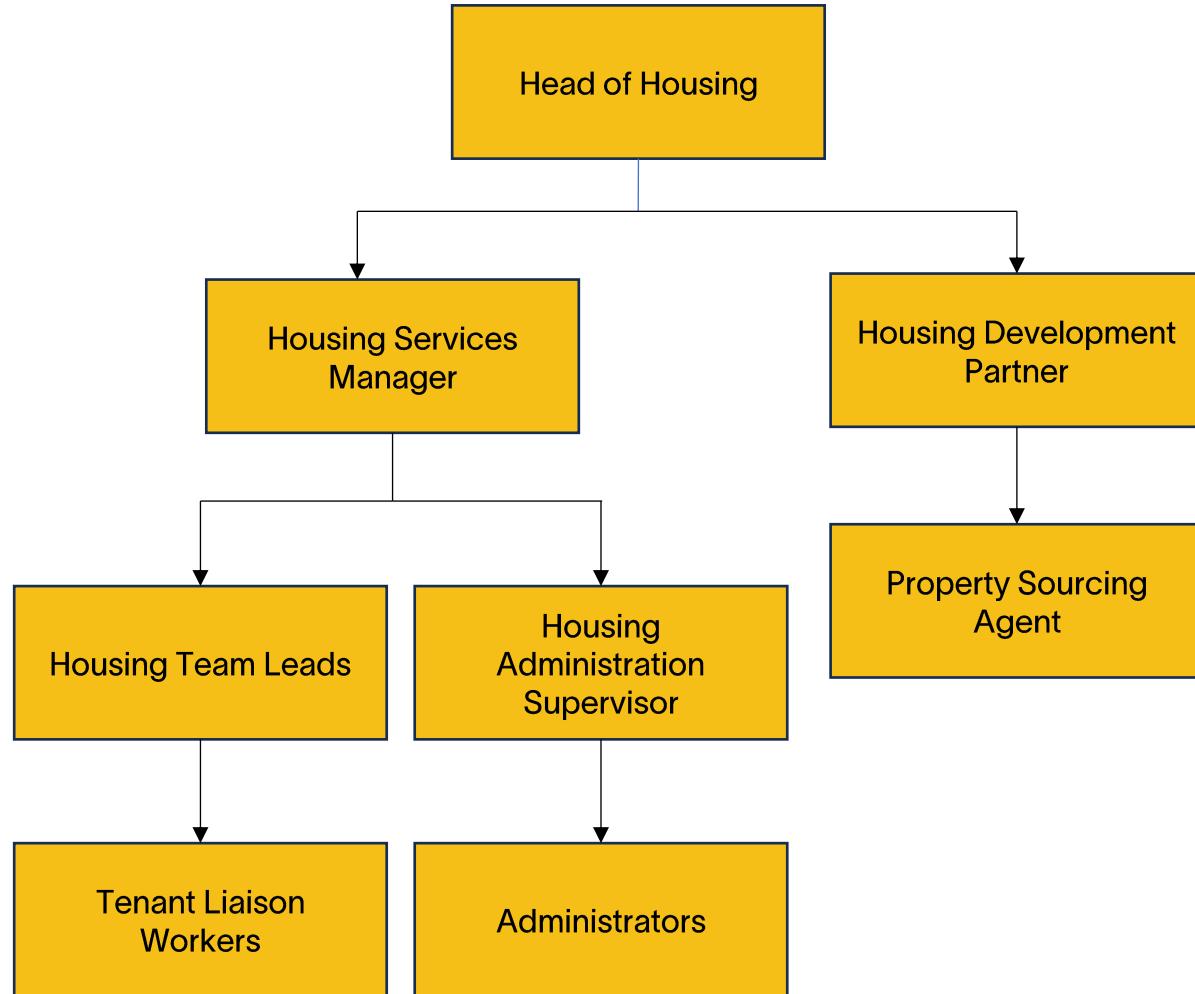


# Right There

Job Pack  
Administrator  
(December 2025)

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 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.

# 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 and experience



- ✓ 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

- ✓ A relevant administration or IT qualification, or equivalent experience.
- ✓ Awareness of the values, challenges, and operating context of the third sector, including work with people experiencing housing insecurity or disadvantage.

# Role Details

**Contract:** Part time, permanent, 21 hours per week.  
**Salary:** SCP 19-22 £24,252 - £25,961 per annum. Pro-rated salary £14,551 - £15,577 per annum  
**Reporting to:** Housing Administration Supervisor

- Working hours are worked Monday to Wednesday 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. 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

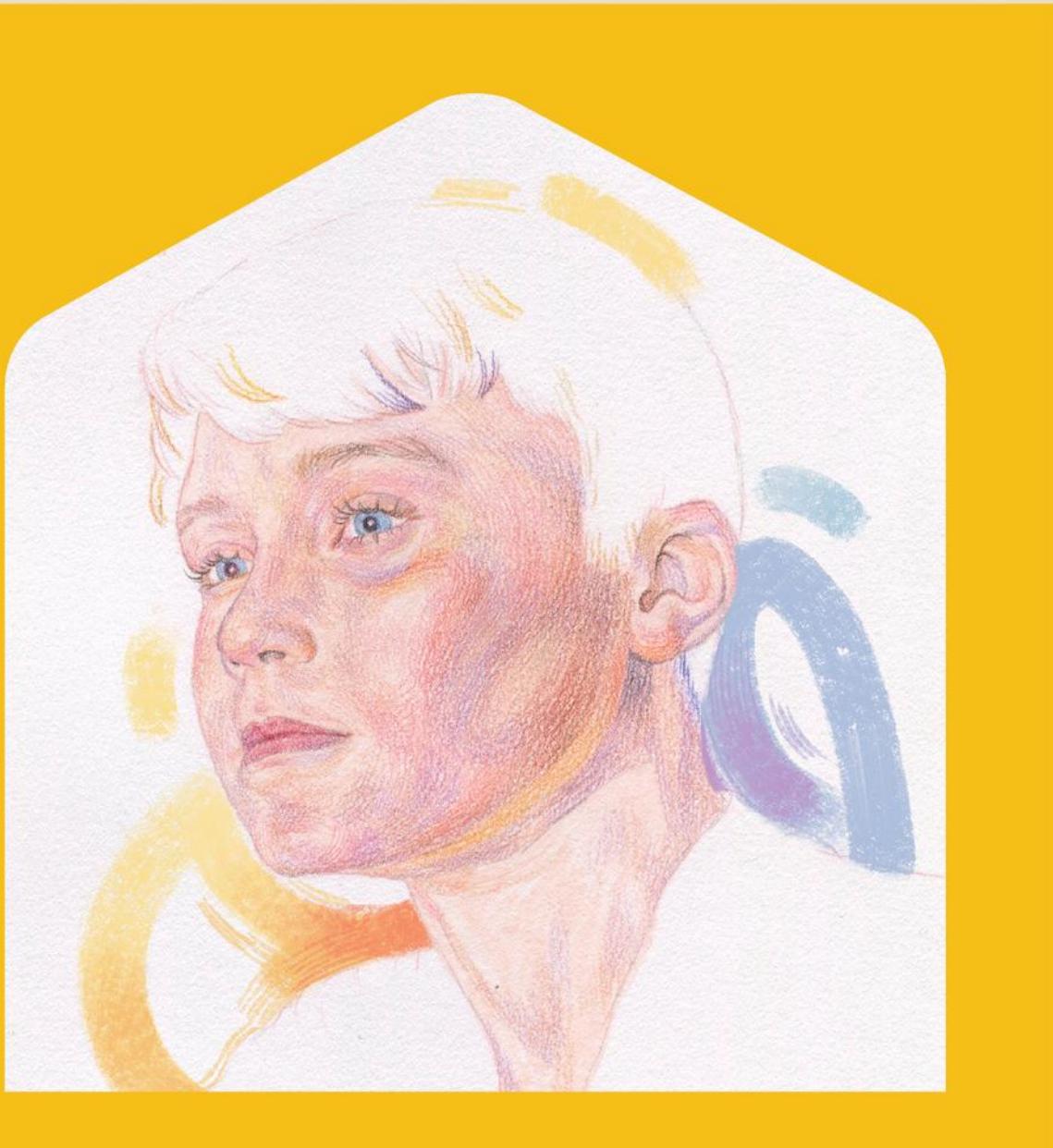
- 24-hour counselling and wellbeing services and self-care hub through Our Employee Assistance Programme and Wellbeing Hub.
- Free access to our Mentoring Platform where you have the opportunity to be mentored by an industry colleague or be a mentor – you could be both!
- Access to a range of development 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.

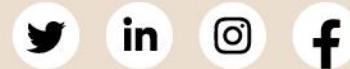
## Additional Benefits

- 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](http://www.rightthere.org)  
[hello@rightthere.org](mailto:hello@rightthere.org)

Follow us search 'Right There':



**Thank you.**

**Good luck with your  
application.**

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