



Supporting BAME communities to thrive

**OPERATIONS
ADMIN - PROPERTY
SERVICES**

**CANDIDATE
INFORMATION PACK**

Candidate Information Pack

© Nehemiah Housing Ltd
1-3 Beacon Court, Birmingham Road
Great Barr, Birmingham B43 6NN
Phone 0121 358 0966 • Fax 0121 358 0934
Website www.nehemiah.co.uk
Email: contact@nehemiah.co.uk
[Facebook](#)
[Twitter](#)

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Dear Applicant

Thank you for your interest in our Operations Admin - Property Services vacancy.

The recruitment pack includes some important information to assist you so that you can submit your CV as required for consideration.

The selection process will consist of a two stages:

1. As part of the **first stage** of the recruitment process you will undertake a group assessment exercise.
2. The **final stage** will be a formal panel interview to assess your administrative and other relevant experience.

Nehemiah Housing Association looks forward to receiving your completed CV and welcoming you to and what we trust will be the beginning of a wonderful opportunity.

Yours sincerely

Janet Dubidat

Janet Dubidat

Head of Governance & Company Secretary

Mission, Vision, Values Statement and Business Objectives

<p>VISION</p> <p>Our vision is to be the leading independent BAME housing provider in the UK delivering a range of services which are unsurpassed in the community</p>	<p>Values</p> <ul style="list-style-type: none">• PASSIONATE - we are passionate about empowering people to build communities alongside homes• DIVERSITY - we believe diversity is a strength in every aspect of our work and the communities around us• INTEGRITY - we act with integrity in all that we do even when that is not the easy option• SUSTAINABLE - we believe our actions and their impact must always be sustainable
<p>MISSION</p> <p>Our mission is to build successful, sustainable and diverse communities by providing housing and well-being services in a culturally sensitive way to our current and our future customers.</p>	<p>Strategic Business Objectives</p> <ol style="list-style-type: none">1. To be effective and grow2. Deliver excellent customer services with respect3. Strong Governance, Finance & Risk Management4. Investing in our Homes5. People Development & Well-Being

Nehemiah Housing is a progressive housing association formed by the merger of Nehemiah Housing Association and United Churches Housing Association in 2007. The organisation has a portfolio of 1250 properties in ownership and management serving the multicultural African Caribbean, Asian and European communities within the West Midlands. The Association provides homes for single people, families, couples and older persons in Birmingham, Coventry, Dudley, Sandwell, Walsall and Wolverhampton.

As a landlord, we pride ourselves on being accountable and accessible to the communities we serve. As a Support Provider, we assist people to obtain and maintain tenancies, and make a major contribution in the prevention of homelessness.

We have responded to the needs of our tenants, by providing large homes for those with extended families, specially designed homes for people with disabilities or specific religious/cultural needs, and energy efficient homes to minimise the impact of fuel poverty.

Nehemiah is committed to serving the community and aims to build it into a thriving social unit in which people of all ethnic backgrounds feel at home and valued. The provision of good, affordable housing is the platform from which the Association has committed itself to the community at large, conveying the idea of value and a sense of caring.

How we are structured

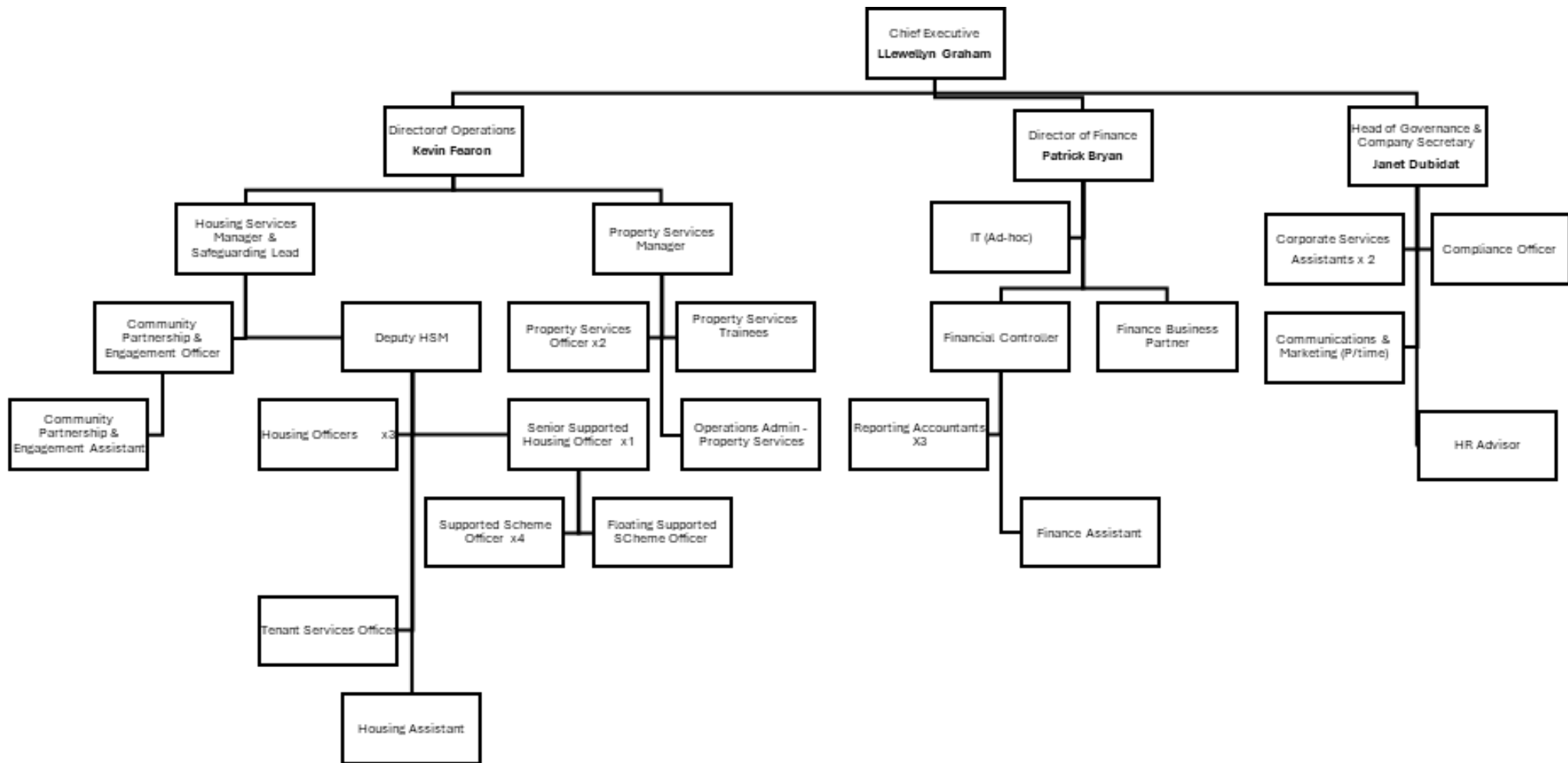
The Association is governed by a board of paid members who delegate responsibility for day-to-day work to be undertaken by committees and staff. Presently there are four committees: Audit and Risk, Operations and Remunerations and Nominations and the Executive Team

The organisation chart attached details the current staffing levels.

The Operations Team

The work with the Operations Team is to provide a comprehensive customer focused service to the highest possible standard, including lettings, arrears and ASB management, responsive repairs, voids, and ensuring that the Association's properties are maintained to the highest possible standard, in line with customers' expectations.

For further information please contact Janet Dubidat on 0121 358 8024, see our website at www.nehemiah.co.uk or email : recruitment@nehemiah.co.uk;



Section 2 – The Vacancy

Operations Admin- Property Services

Salary: £27,589.54

Nehemiah is a BAME Housing Association providing affordable housing for a mixed clientele in six local authority areas of the West Midlands

We have a fantastic opportunity for a Operations Admin - Property Services to join our organisation. As the first point of contact for property services enquiries, you will liaise directly with tenants, contractors, and stakeholders, ensuring queries are resolved efficiently and with outstanding customer service. You will be responsible for managing communications, maintaining accurate records, and supporting the day-to-day delivery of property services, contributing directly to our mission of providing excellent housing solutions.

Your contributions will include coordinating service enquiries, supporting the property services team in meeting regulatory deadlines, and ensuring smooth operations through effective use of computer systems. You will help deliver high standards for stakeholders by keeping the team organized and adaptable to changing requirements.

We are looking for a Operations Admin who has:

- Expertise in using various computer systems
- Strong IT proficiency
- Excellent customer service skills
- Keen desire to learn and grow
- Adaptability in a dynamic environment
- Organizational skills to ensure compliance with regulatory timescales

No Agencies

Application Closing Date: Tuesday 6th January 2026

1st Interviews (In-person): Tuesday 20th January 2026 10AM-11AM

2nd Interviews: Tuesday 27th January 2026

Further details please contact: Website: www.nehemiah.co.uk or emails: recruitment@nehemiah.co.uk or contact us on 0121 3580966

Section 3 – Job Description and Person Specification

Post Title	Operations Admin- Property Services
Grade/Salary	£27,589.54
Hours	The standard full time working week for employees is 35 hours per week, working Monday to Thursday 9am to 5pm and Fridays 9am to 4:30pm.
Office Location	1-3 Beacon Court Birmingham Road, Great Barr Birmingham, West Midlands, B43 6NN. In this role, there will be a need to travel from time to time to attend different Nehemiah Housing sites, external and internal meetings and events in line with duties.
Reporting Lines	This post reports to the Property Services Manager and in their absence the Housing Services Manager. There are no line management responsibilities

Our Story

In the 1980s growing Housing needs, urban deprivation and an aging African-Caribbean population posed problems, exacerbated by riots in Handsworth in 1981 and 1985. The African-Caribbean community through a variety of churches responded with the creation of the Nehemiah and United Churches Housing Association (HOUSING) in 1989. Nehemiah took its name from the biblical rebuilder of Jerusalem. Throughout the 1990s Nehemiah and HOUSING began to develop sheltered schemes for black elders and family Housing and accommodation for singles. Nehemiah expanded into Wolverhampton and eventually into the wider West Midlands.

Our Mission

To build successful, sustainable and diverse communities by providing Housing and well-being services in a culturally sensitive way to our current and our future customers. Nehemiah has a portfolio of 1250 properties serving the multicultural African Caribbean, Asian, Irish and European communities within the West Midlands.

The Association provides homes for single people, families, couples and older persons in Birmingham, Coventry, Dudley, Sandwell, Walsall and Wolverhampton. As a landlord, we pride ourselves on being accountable and accessible to the communities we serve. As a support and wellbeing provider, we assist people to obtain and maintain tenancies, and make a major contribution in the prevention of homelessness. We have responded to the needs of our customers by providing large homes for those with extended families, specially designed homes for people with disabilities or specific religious/cultural needs, and energy efficient homes to minimise the impact of fuel poverty.

Nehemiah is committed to serving the community and aims to build it into a thriving social unit in which people of all ethnic backgrounds feel at home and valued. The provision of good, affordable Housing is the platform from which the Association has committed itself to the community at large, conveying the idea of value and a sense of caring.

The Role

The role is a member of the Property Services Team.

General Description of Duties

To serve as a member of the team and ensure that all customers receive high-quality housing services. Responsibilities include managing the ordering of all repairs, maintaining accurate computer records, and liaising with Call Centres and Contractors.

- Serve as the first point of contact for all property services inquiries via phone, email, and post, maintaining a professional and helpful approach at all times.
- Provide support to the Property Service Manager and occasionally the wider Operations Team with administrative tasks such as minute taking, filing, scanning
- To work with the Property Services Manager to provide a comprehensive service to ensure that the Association's properties are maintained to the highest possible standard, in line with customers' expectations
- To ensure that all monitoring information is maintained in accordance with the requirements of the Association
- Assist in the investigation and administration of customer complaints, working closely with colleagues to provide thorough and timely responses.
- Working with the Housing Service Team to ensure full accountability to tenants, having detailed mechanisms in place to ensure tenant satisfaction with service provided.
- Take reasonable care to prevent unauthorized loss or disclosure of personal data and maintain confidentiality in line with the Data Protection Act.
- To work in conjunction with the Operations Admin– Housing to support the broader Operations Team and provide cover of their administrative tasks (taking phone calls, distributing correspondence and minute taking) in their absence.
- Undertake any other tasks or duties as required from time to time.
- Generate KPI figures for the Property Services Manager's reporting

Repairs:

- Log repair requests and ensure timely and accurate documentation of service needs.
- Report any problems with ongoing repairs or unsatisfactory service from contractors to the appropriate team member.
- Draft and send correspondence regarding repairs, compliance, and general property services, ensuring communications are clear and distributed promptly.
- Liaise with operations team regarding voids to ensure appropriate maintenance solutions are delivered.
- Liaise with the call Centre
- Approve daily works orders from Call Centre

Record Keeping and Compliance

- Update internal systems with relevant information to ensure accurate and up-to-date records, e.g component information, EPC's and compliance inspections.
- Use the IT system to monitor progress against statutory/regulatory timelines for completion in line with regulatory requirements, and direct relevant team members to take action on compliance activities such as complaints, fire risk assessments, legionella, asbestos, gas safety checks, lifts, disrepair cases, repairs, electrical tests, damp and mould cases and others.
- Monitor and manage incoming post and correspondence, distributing to relevant colleagues as appropriate.
- Request compliance certificates from third parties, review and schedule as needed, and chase outstanding compliance documents from contractors and relevant parties, ensuring all necessary paperwork is received and filed correctly.
- Check daily invoice issue queries and work with Operation Team to resolve them.

Stakeholder Relationships

- You will establish and maintain excellent relationships with external partners and stakeholders by liaising with internal and external stakeholders
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Health & Safety

The post holder must comply with employer's health and safety policy and in particular is required:

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any Other Duties

- You will represent Nehemiah UCHA externally in an appropriate and professional manner.
- You will promote equal opportunities and diversity in the workplace, in the provision of housing services and in the wider community.
- You will take responsibility for personal development.
- The job is likely to change over time and the post holder may be asked to carry out other duties to maintain the efficiency of the Operations Department Service. The Association reserves the right to amend this job description, as the needs of the job change following discussion with you.

	Person Specification
Qualification(s)Essential	NVQ Level 3 or higher Excellent IT Skills and know how to use the Microsoft 365 suite Capable of quickly learning how to use new computer systems
Experience and skills	<u>Essential</u> <ol style="list-style-type: none">1. Working in a customer service environment and delivering excellent customer experience.2. Track record of delivering successful and sustainable outcomes for customers3. Innovative and receptive to new ideas and ways of working and willing to challenge existing practices and propose practical alternative solutions.4. Demonstrates ability to build relationships at all levels across a wide range of partners5. Effective use a wide range of ICT systems and software6. Excellent self-organisational skills, able to work under pressure, prioritise effectively and meet tight deadlines. <u>Desirable</u> <ol style="list-style-type: none">1. Comprehensive knowledge of the Housing/Building Sector
Continuing Professional Development	<ol style="list-style-type: none">1. Demonstrates a willingness to embrace the use of IT to improve procedures, processes and core systems and own skills2. Demonstrates a willingness to develop skills and knowledge in Housing to enhance performance in the role3. Engages with Performance Management processes such as annual review
Equal Opportunities	Understanding of the requirements of Equality and Diversity both as an employee but also in dealing with clients of the association.

How we do things – These are our core values and behaviours	What we expect from you
Passionate	<ul style="list-style-type: none"> • Listens to what customers say, delivering practical solutions to problems and issues. • See mistakes as opportunities to learn to improve procedures and services. • Proactively seeks customer feedback. • Strives to continuously improve the quality of the service provided. • Demonstrates ambition in the day to day operation of the service • Shows determination to achieve targets and objectives. • Understands performance against targets and takes action to improve where required. • Is proactive
Integrity	<ul style="list-style-type: none"> • Understands the importance of policies and procedures • Demonstrates personal knowledge and competence but is not afraid to ask when does not have an answer. • Self-aware – understands the impact of own actions and behaviours on others. • Demonstrates organisational skills by prioritising and planning • Uses financial and other resources well, considers efficiency, effectiveness and value for money in decision making • Responds positively in all circumstances • Is proactive • Keeps colleagues/customers updated and informed. • Respects others' time and commitments. • Is dependable, trustworthy and accountable in what they do and say • Is open, honest and transparent • Is non-judgemental, fair and unbiased • Respects and values cultural diversity • Exercises professional judgement appropriately
Diversity	<ul style="list-style-type: none"> • Builds and develops effective working partnerships with stakeholders. To be able to communicate effectively face to face and over the telephone with customers and a range of organisations. • Able to adapt style to meet individual needs and situations. • Works as part of the wider Nehemiah team • Is committed to embracing inclusion and diversity
Sustainability	<ul style="list-style-type: none"> • Encouraging tenancy sustainability through listening to our customers • Is environmentally conscious • Considers and suggests new systems that the organisation could adopt to reduce its carbon footprint

Section 4 - Summary of Employment Terms and Conditions

Post

Operations Admin - Property Services

Condition of Offer

All posts are offered subject to receipt of satisfactory references /checks that meet with our approval also compliance with the Asylum and Immigration Act.

Probation

This post is subject to a probationary period of six months, during which time assistance and guidance will be given to help the individual become familiar with and competently empowered in their work. Subject to a satisfactory completion of this period, your position will then be confirmed.

Hours of Work

The standard working week for full time employees is 35 hours.
Part time workers hours vary and these will be agreed on an individual basis.

Office hours are 9.00 am to 5.00 pm Monday to Thursday 9.00 to 4.30 Friday

Salary & Benefits

- £27,589.54
- Salary Payment will be made on the 20th of each month
- Pension Scheme – CARE Defined Benefit Scheme

Annual Leave

- 28 days including bank holidays based on statutory provision of 5.6 weeks, holidays are accrued on a monthly basis.
- Approximately 1 concessionary day

Contract Term

This is permanent position

Maternity & Paternity

These are given in accordance with statutory guidelines

Induction

All new employees will have an induction programme. This Programme will be tailored to an individual's requirement and will include the Associations policies and procedures.

Performance Management

Performance Management at Nehemiah is based on a competency framework and includes process to review; probation, 1-2-1 supervision and the annual performance management review.

Disability Confident Employer Standard



By acquiring this standard the association will ensure that it:

- interviews all applicants with a disability who meet the minimum job criteria and consider them on their ability
- That the association will also make effort to retain individuals who may become disabled during their employment

Investors in People (IIP)- Gold



This is a national initiative awarded to organisations meeting the requirements of the standard entitling it to call itself an "Investor in People".

Its main purpose is to ensure that organisations awarded the standard trains and develops all employees in a systematic way to meet both Organisational and individual needs – Nehemiah is an "Investor in People" organisation.

Pension

For the purposes of the Welfare Reform and Pensions Act 1999 Nehemiah has designated the Pensions Trust as its stakeholder pension provider. You will be automatically enrolled into this scheme. Details of the scheme and the rules are available from the Finance Director .

Nehemiah will match employees contributions at the rate of a minimum of 4% and a maximum of 9% per year of your basic annual salary into this scheme.

Section 5- The Selection

The selection process will consist of a panel interview and a series of scenarios to assess your housing management experience.

Induction

Nehemiah views the successful Induction of its new employees as paramount and accordingly will ensure that a comprehensive induction process is implemented for all new employees. This process will include the following:

- Completion of administrative papers
 - Introduction awareness of Nehemiah's vision, Mission and Values, and how these informs its activities
 - Introduction to fellow colleagues
 - Housekeeping issues such as key policies and procedures
 - Cross functional understanding of how other departments work and contribute to the 'whole' Nehemiah ethos
-