



Administrator Job Pack

July 2026

WELCOME FROM THE CHAIR

Thank you for your interest in becoming the Administrator at Croydon Almshouses. As Chair, I am pleased that you are considering joining our team.

We are the oldest charity in Croydon and are proud of our heritage. For over 550 years we have been supporting people who are in need, mainly in the form of almshouses, and now provide high quality accommodation for over 60 older people in Croydon. We are part of The Almshouse Association which unites 1600 independent almshouses across the UK with the shared and historical values of activism, individualism and community which we embed in how we operate.

We offer our residents the opportunity to be part of our almshouse community. This means somewhere secure to live and connection with other people. Unlike most traditional almshouse charities, we go further and offer holistic, person-centred, dynamic support to the older people who live in our almshouses so that they can live independently for as long as possible.

We also are a grant maker, funding our increasingly over- stretched voluntary and community sector. For over 40 years we have awarded grants to charitable organisations across Croydon enabling them to deliver their crucial services, as well as awarding small grants to individuals.

You would be joining our team at an exciting time in the development of the Croydon Almshouses. We are mid way through our 2024-2028 Strategy Do More, Do Better, which aims to expand our offer and so increase the impact we have in our Croydon communities. We are privileged to be a financially self- supporting charity with a stable financial position. This has enabled us to set aside a substantial Strategy Delivery Fund to deliver the various initiatives set out in our strategy. We will use this ring- fenced fund to invest in the future of our communities whilst ensuring we safeguard the charity for the future.

We are a well-managed charity, underpinned by a sound set of processes, with an effective Board and a strong staff team led by our excellent Chief Executive Hayley James.

Michael Chawatama
Chair





ABOUT THE ROLE

Role: Administrator

Responsible to: Governance Manager

Purpose of role: To provide high-quality administrative support across the organisation

MAIN DUTIES AND RESPONSIBILITIES

- Facilitate day-to-day office administration, supporting the EA to the CEO in ensuring efficient office operations and processes are embedded across the organisation
- Supporting the Property & Estates Manager with administrative tasks including but not limited to scanning and filing documents; maintaining Trackers (spreadsheets), filing new tenant paperwork ASTs/Prescribed information
- Supporting the Wellbeing Team to efficiently and compassionately deliver the Residents' Journey by completing, scanning and filing resident information
- Supporting the Governance Manager with administrative tasks throughout the quarterly Board papers cycle
- Supporting the Community Development Lead with administrative tasks including but not limited to preparing Croydon Almshouses Grant Fund decision letters and monitoring the Grants Tracker
- Supporting the Governance Manager in overseeing health and safety administration, ensuring compliance with statutory requirements
- Drafting letters for residents and tenants
- Any other task required to ensure the successful delivery of CA's Strategy to reduce the impact of poverty on Croydon residents

General

- Support the involvement of lived experience in organisational direction and decision-making
- Ensure their Line Manager is kept informed of all important matters related to the work of CA
- Always maintain confidentiality and ensure compliance with CA's Data Protection policy and processes
- Adhere to Safeguarding guidelines by following CA's Safeguarding policy and processes, escalating concerns to the Safeguarding Lead via the Safeguarding Concern Form
- Champion and take action to embed equity, diversity, inclusion and behaviours which reflect CA's commitment to meaningful EDI&B



PERSON SPECIFICATION

Essential Knowledge and Experience

- Proven experience in a general administrative or office support role
- Experience managing multiple tasks, prioritising workloads and meeting competing deadlines
- Experience maintaining accurate records and handling confidential or sensitive information appropriately
- Experience communicating verbally and in writing effectively with a range of internal and external stakeholders

Skills

- Proficient in Microsoft 365 applications, including Word, Excel, PowerPoint, Outlook, and Teams
- High attention to detail and accuracy
- Strong interpersonal skills and a commitment to supporting staff to achieve CA's objectives
- Problem-solving mindset with a proactive, can-do approach
- High level of integrity and discretion when handling confidential information
- Excellent ability to use your own initiative to ensure tasks are completed
- Excellent written communication skills, with the ability to produce clear written work

Attributes

We are a small, dedicated staff team who work effectively together and all contribute to making a positive, impactful difference in the lives of our beneficiaries. To be a valued, supported member of our thriving and focussed staff team the following attributes would be welcomed.

- Enthusiastic
- Organised
- Hardworking
- Compassionate
- Responsive
- Quick learner
- Able to work flexibly
- Sense of humour

ADDITIONAL INFORMATION

- **Salary: £29,100 per annum, pro rated (possibility of a pay increase following a successful probation period)**
- **Based in our pleasant and friendly offices in South Croydon, up to 60% working from home depending on the number of hours worked and working pattern**
- **20-25 hours per week, spread across the week**
- **25 days annual leave plus Bank Holidays (pro rated)**
- **Contributory workplace pension scheme**
- **An excellent benefits package**



HOW TO APPLY

If your experience aligns and you'd like to work in an ambitious local organisation, we'd love to hear from you.

To apply, please send your CV and a personal statement of not more than two sides of A4 outlining how your experience fits the role description and personal specification to MacLaine Adler, Governance Manager at:

recruitment@croydonalmshouses.org.uk

Alongside this Administrator role, we are also recruiting for two other part-time roles: a Finance Assistant and an EA to the CEO. If you are interested in being considered for more than one role, please clearly state in your application which role(s) and hours you are applying for. Applicants shortlisted for more than one role will be interviewed for those roles on the same day.

Closing date for applications:

Tuesday 1st September 2026, 9am

Interview dates

Tuesday 8th September 2026, in person

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Registered Charity Number Croydon Almshouses CIO: 1209872