

Administrator

Location: On-site, Stratford, London

Reporting to: Income Manager

Contract Type: Full-time

Salary: £30,900

About us

We're growing fast – as Newham's housing delivery company Populo Living Group has built just under 1,000 homes and has a pipeline of several thousand more to come. We manage over 500 private homes, in addition to over 250 affordable homes via Populo Homes, our registered provider subsidiary. Our developments range in size from small infills to large scale sites, including the reimagining of the Carpenters Estate in Stratford, one of the most exciting regeneration projects in the UK. We are committed to building more and better homes for the residents of Newham, including high proportions of affordable homes.

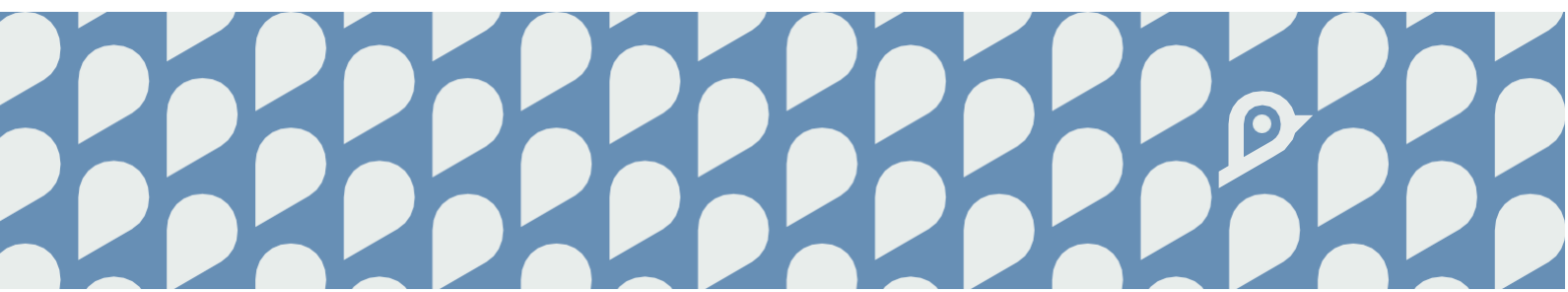
Role purpose

To provide effective administrative support for income recovery, financial administration, and service delivery. The post holder will be responsible for maintaining accurate records, processing purchase orders, supporting income collection activities, and ensuring data is entered and managed efficiently across relevant systems.

Key responsibilities

Income Recovery

- Assist with the monitoring and collection of rent and service charge arrears.
- Maintain accurate tenant and customer account records.
- Prepare and issue reminder letters, emails, and payment correspondence.
- Record payment arrangements and update Housing Management systems.
- Support Income Managers with case management and administrative tasks.
- Liaise with residents, tenants, and external agencies regarding account queries.



Data Input and Records Management

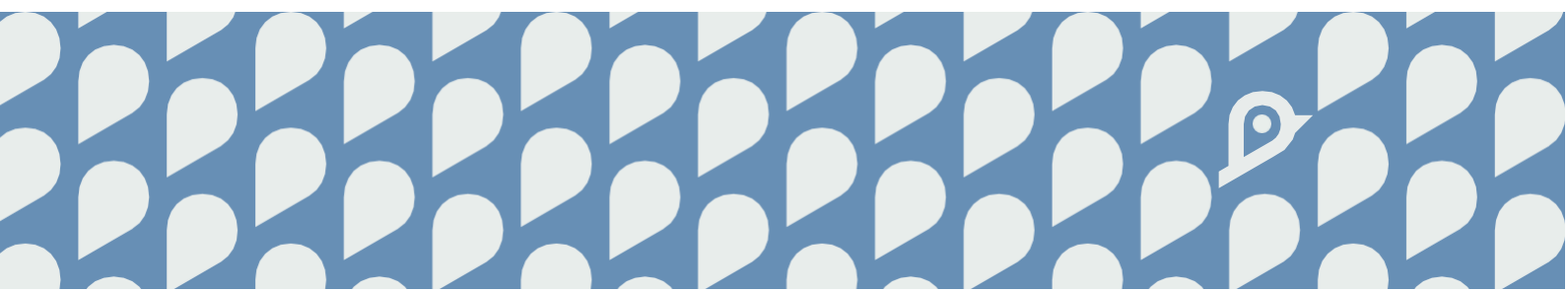
- Accurately input, maintain, and update data on housing management system
- Ensure customer, tenancy, and financial records are complete and up to date.
- Monitor data quality and investigate discrepancies.
- Produce reports and spreadsheets to support operational activities.
- Maintain electronic and manual filing systems in line with GDPR and data protection requirements.

Purchase Orders and Financial Administration

- Raise and process purchase orders in accordance with organisational procedures.
- Track purchase orders through approval and payment stages.
- Reconcile invoices against purchase orders and investigate discrepancies.
- Liaise with suppliers and internal departments regarding payment queries.
- Assist with budget monitoring and expenditure tracking.
- Maintain accurate financial records and supporting documentation.

General Administration

- Provide administrative support to managers and operational teams.
- Answer telephone and email enquiries professionally and efficiently.
- Schedule meetings, appointments, and contractor visits.
- Prepare reports, letters, and other documentation.
- Assist in the development and review of administrative processes.
- Undertake any other duties commensurate with the grade of the post.



Skills and Experience

- Experience dealing with residents and resolving service-related issues.
- Excellent communication and customer service skills.
- Ability to prioritise workloads and work under pressure.
- Competent in Microsoft Office and housing management systems.
- Ability to prepare reports and maintain accurate records.
- Experience conducting investigations and gathering evidence.

