

Housing Assistant

About the Team and the Role

The Housing Assistant role is the backbone of the Housing team, providing practical organisational and administration support to the team, and being the first point of contact for customers and stakeholders where we offer supported housing services across England, Wales, and Northern Ireland.

This is a varied quick-paced role requiring the role holder to be able to multitask while having attention to detail.

Working closely with colleagues, tenants, and other essential stakeholders to support the building of strong professional relationships to ensure our homes and communities are welcoming, well-maintained, and inclusive.

Reporting to the Head of Housing, you will play a vital part within the team ensuring data management is consistent and striving to make improvements to support the service.

The role requires a flexible, remote, and mobile approach – supporting the team either in-person or remotely as they complete housing and estate management and attending team or partner meetings to provide administrative support.

What you will bring to the role (Essentials)

- Provides reliable **administrative, customer service and coordination support** across the Housing Team, ensuring smooth day-to-day service.

- Acts as the **first point of contact** for housing management enquiries, offering clear information, signposting, and escalation when needed.
- Supports **tenancy management processes**, including maintaining accurate records, preparing documents required by the team, assisting with tenancy related admin, and escalating concerns appropriately.
- Logs and coordinates **repairs and compliance activities**, including arranging access, maintaining repair records, supporting inspections and updating stakeholders.
- Maintains high-quality **data and system accuracy**, completing routine updates, contributing to KPI reporting, and supporting data cleansing and system testing tasks.
- Delivers **finance administration support** within the service, processing purchase orders/invoices and assisting with rent, service charge and arrears communication tasks.
- Contributes to **governance, safeguarding and document control**, ensuring secure storage, GDPR compliance, and timely escalation of safeguarding concerns.
- Supports **team operations**, including action logs, templates, meeting notes, onboarding tasks and continuous improvement of processes and communications.

Please note: This job description is not intended to be exhaustive. Duties and responsibilities may evolve over time to reflect the needs of the organisation and the role.



We are **passionate**
about making the
world a better place



We are **positive**
in our work and
with each other



We are **brave**
we challenge and
try new things



We are **kind**
to everyone



We are **inclusive**
of everyone



“This isn’t just a job - it’s a chance to help change the lives of people with a learning disability and their families. If you’re passionate about making a difference, join Mencap in building a more inclusive future.”

Mencap and our Commitment to Safeguarding

Mencap is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment.

Successful applicants will be subject to appropriate pre-employment checks, including references and, where applicable, an enhanced Disclosure and Barring Service (DBS) check.



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