

Care & Support Co-ordinator

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we do and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open and transparent in your actions and words
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

The Care & Support Co-ordinator provides comprehensive administrative and operational support to the Supporting Independence & Care service, ensuring the effective coordination of business, financial, property, governance and compliance activities. The role plays a key part in supporting the delivery of high-quality care and support services by maintaining accurate records, coordinating processes, monitoring performance information and providing efficient support to managers and the wider team.

The post holder will work closely with the Head of Care & Support Services, Service Managers and corporate departments to ensure the smooth day-to-day operation of services, supporting compliance with organisational policies, contractual requirements and relevant regulatory standards.

The location

You will be based at our Newport Office on the Isle of Wight, although you may be required to attend occasional training courses on the mainland, and also work outside of normal office hours if required (usual hours are Mon-Friday 9-5).

What you'll be doing:

General / Administrative

- Provide comprehensive administrative support to the Head of Care & Support Services and the wider Supporting Independence & Care management team.
- Provide statistical information, reports and performance data to support service monitoring, contract management and operational decision-making.
- Manage departmental incoming and outgoing correspondence, ensuring actions are progressed and records maintained.
- Coordinate meetings, prepare agendas, take minutes and maintain action trackers as required.
- Provide administrative support to service improvement projects and operational initiatives.
- Support recruitment and onboarding processes, ensuring compliance with organisational, contractual and regulatory requirements, including CQC standards.
- Support the review and updating of policies, procedures and associated documentation in conjunction with the Head of Care & Support Services and Quality Assurance Manager.
- Support lettings and void management processes for Supporting Independence & Care properties, including the preparation of lettings information, void monitoring and performance reporting.
- Maintain accurate property and resident information using Southern Housing systems and processes.
- Collate and process timesheets and associated documentation for scheme-based colleagues.
- Organise and support resident, colleague and service engagement events where required.
- Maintain effective filing systems and ensure records are stored in line with data protection and confidentiality requirements.
- Liaise with internal departments, contractors, commissioners and external agencies to support operational service delivery.

Finance

- Manage invoice and purchase order processes across Supporting Independence & Care services, ensuring accurate processing and record keeping.
- Support budget monitoring activities, providing information and reports as required.
- Process the receipts and accurate coding and monitoring of purchase card expenditure.

- Maintain accurate records of TV licences and other service-related subscriptions.
- Support the Head of Care & Support Services with financial administration, budget management and charitable funding or donation processes.
- Assist with the production of financial information and reporting required for operational management.

Safeguarding

- Follow Southern Housing guidance in relation to safeguarding policies and procedures for vulnerable adults and children.
- Promptly report safeguarding concerns and support managers with the administration of safeguarding processes where required.

What you'll need:

Skills, knowledge, experience and abilities

Essential:

- Proven experience of managing a wide range of office administration functions and activities.
- Significant experience of maintaining databases and producing reports, statistics and management information.
- Excellent administrative and organisational skills, with the ability to manage competing priorities and meet deadlines.
- Experience of organising meetings, preparing agendas and taking accurate minutes.
- Experience of maintaining electronic and manual filing systems.
- Excellent communication and interpersonal skills, with the ability to build effective working relationships with a wide range of stakeholders.
- Ability to communicate confidently and professionally.
- Ability to organise and prioritise workloads effectively and work independently using initiative.
- Ability to handle confidential and sensitive information appropriately and in accordance with data protection requirements.
- Excellent IT skills, including Microsoft Office applications and database systems.
- A high level of accuracy and attention to detail.

Desirable:

- Experience of developing and maintaining spreadsheets.
- Knowledge of Care Quality Commission (CQC) requirements and relevant regulatory frameworks.
- Experience of working within housing, care, support or health-related services.
- Experience of supporting financial administration and budget monitoring processes.
- Experience of supporting performance reporting and quality assurance activities.

Qualifications/ professional development

Essential

- Five GCSEs (or equivalent) including English and Maths.
- Evidence of continuing professional development.

Desirable

- NVQ Level 3 in Business Administration, Business Support or equivalent.
- Level 2 or 3 qualification in Customer Service.
- Qualification in Housing, Health & Social Care, or Business Administration.
- Minute taking/administrative professional qualification.

LT Directorate:	Resident Experience – South
No. of direct reports	0
Location/regions covered by this role	Supporting Independence and Care - Isle of Wight
Last updated:	October 2026