CHT
Community Housing & Therapy

Administrative Assistant

Remote or Hybrid working | 3 days per week | Initial contract until 31 March 2027

Community Housing & Therapy (CHT) is looking for an organised, proactive and flexible Administrative Assistant to join our small team on a fixed-term contract, with the possibility of extension.

This is a varied role that will provide essential administrative and organisational support across our Central Office team. Responsibilities will include answering telephone calls, monitoring inboxes, responding to and directing enquiries, data entry, research and supporting day-to-day correspondence. You will also provide support to our Communications Manager with social media and other communications activities.

We are looking for someone who is organised, approachable and comfortable juggling a range of tasks. The role would suit someone who enjoys working as part of a small team, can work remotely with minimal supervision and is happy to turn their hand to different tasks as priorities change.

Key Responsibilities:

Administrative support

- Answer telephone calls, respond to general enquiries and direct callers to the appropriate person.
- Monitor and check shared inboxes, ensuring enquiries are acknowledged and passed on promptly.
- Enter data and maintain accurate records, databases and administrative systems.
- Support the preparation and sending of letters and other documents.
- Record correspondence on our CRM system and
- Undertake data entry and maintain accurate records on our CRM system and reporting databases.
- Carry out research to support the team's activities, projects and day-to-day work.
- Provide general administrative support to colleagues as required.

Communications Support

- Assist the Communications Manager with social media activities, including scheduling posts and updating platforms.
- Help draft newsletters and other written materials.
- Assist with other communications and engagement activities as required.

Person Specification:

Essential

- Strong organisational and administrative skills, with good attention to detail.
- Excellent written and verbal communication skills.
- Good IT skills, including confidence using email, word processing and spreadsheets.
- Good time management skills and the ability to prioritise tasks and meet deadlines.
- A proactive approach, with the ability to work independently and use initiative.
- A flexible attitude and willingness to undertake a varied range of tasks.
- The ability to work collaboratively as part of a small team.

Desirable

- Previous experience in an administrative, office support or customer service role.
- Familiarity with social media platforms and scheduling tools.
- Experience supporting communications, marketing or fundraising activities.
- Experience working in a charity or not-for-profit organisation.

Hours and contract

This is a part-time, temporary position until 31st March 2027 with the possibility of extension, depending on the organisation's needs.

Hours: up to 21 hours / 3 days per week
Working pattern: Flexible hours to be agreed with the successful candidate.
Contract: Initial temporary contract until 31 March 2027, with the possibility of extension.
Location: Remote, but with the possibility of occasional work at our Richmond office
Salary: £18-£20 per hour depending on experience

We are happy to discuss working arrangements with applicants and are looking for someone who can provide consistent support while offering some flexibility in how their hours are organised.

How to apply

The closing date is 5pm on Friday 20 November 2026, and we plan to arrange interviews the week commencing 30th November.

To apply, please submit your CV along with a brief covering letter outlining how you meet the person specifications to Laura Jardine, Head of Communications & Fundraising, at communications@cht.org.uk

We are keen for someone to join us as soon as possible, so please let us know your availability in our covering letter.

About us

Community Housing & Therapy (CHT) is a specialist mental health charity offering adults experiencing severe or complex mental distress a welcoming home and therapeutic support to help them heal from trauma, form positive relationships, and build a life that feels meaningful and hopeful. Since 1994, we have supported over 2,000 people through our residential recovery communities across London and the South East.

Our communities offer a home, round-the-clock care, structured therapeutic support, skills training, and social activities for adults experiencing severe and complex mental distress and co-occurring conditions, such as substance use. Our services range from higher levels of residential support through to more independent accommodation, allowing our residents to progress towards recovery at a pace that feels right to them. Our support is long-term, person-centred, and considers a person's lived experiences, rather than solely focusing on someone's symptoms.

Find out more: www.cht.org.uk