

# JOB PACK

IT Projects & Contracts Assistant



Creating homes.  
Building lives.



Jigsaw

# ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

# JOB DETAILS

<b>Holidays:</b>	24 days leave per annum, plus 3 days for Christmas closure (based on a 5-day working week) plus bank holidays, plus additional days after 2 years continuous service to a maximum of 5 days.
<b>Pension:</b>	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
<b>Jigsaw Benefits:</b>	In return, Jigsaw Homes Group offer flexible working arrangements with office-based staff benefiting from 50/50 working, occupational sick pay, on-site gyms, access to the Social Housing Pension Scheme, BHSF membership, enhanced maternity/paternity leave and training/development opportunities and much more.

<b>Probation period and references:</b>	Please note that any offer made by the Group and subsequent employment is subject to a six-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
<b>Mandatory Training:</b>	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
<b>Eligibility to work in the UK:</b>	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
<b>Disclosure barring checks &amp; Medical Clearance:</b>	In addition, any offer is also subject to receipt of a Basic Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit <a href="http://www.jigsawhomes.org.uk/dbs">www.jigsawhomes.org.uk/dbs</a> to view the Group's DBS policy statement.  Further information about the disclosure can also be found at <a href="http://www.homeoffice.gov.uk/dbs">www.homeoffice.gov.uk/dbs</a>
<b>Diversity:</b>	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

# JOB DESCRIPTION

## OVERVIEW

All of Jigsaw's essential services rely on quality information, systems and technology supported by the 40 members of the IT department. Working to a brand-new IT Strategy, the team has exciting challenges like enabling colleagues to work effectively from anywhere, automating processes and improving digital services for our customers, whilst always improving security.

The team is also innovating in its ways of working, ensuring transparency, a keen focus on outcomes and faster delivery of benefits to the business. Bring your expertise and enthusiasm and join us in making a difference with IT.

### Role Summary

We seek a highly organised and proactive IT Projects & Contracts Assistant to join our IT department. This role is ideal for someone with strong administrative experience who enjoys working in a varied and fast-paced environment.

You'll play a key role in supporting our projects team (working in Agile environments), helping to coordinate procurement activity, liaising with suppliers, and providing essential support for wider IT administration. This is an excellent opportunity to develop your skills across multiple areas of IT support and delivery.

This is a great opportunity to join a supportive and forward-thinking IT team that plays a key role in driving digital change across the organisation. We value collaboration, professional development, and creating an environment where everyone can contribute and grow.

You'll be joining a team committed to continuous improvement, and your role will directly support delivering impactful projects, streamlined processes, and better services for our colleagues and communities. Whether you coordinate important meetings, keep projects on track, or support procurement and audits, your work will be valued and make a real difference.

If you're looking for a varied administrative role with purpose, stability, and room to grow, this is the place for you.

**Responsible To:** IT Projects & Contracts Manager

## MAIN TASKS OR ACTIVITIES

1. Provide administrative support for projects, including scheduling meetings, updating task boards or trackers, and recording actions.
2. Monitor day-to-day activities to ensure project delivery & regularly communicate with key stakeholders and the Project Manager on project progress.
3. Supporting the preparation and maintenance of key project documentation such as risk logs, issue registers, RAID logs, and lessons learned reports.
4. Support the initiation and closure phases of projects, ensuring all documentation, assets, and records are completed and archived appropriately.
5. Assist with coordinating and preparing internal communications or reports relating to change initiatives.
6. Support the full lifecycle of contracts – from initiation, review, and renewal to closure, ensuring compliance with procurement and governance standards.

7. Support with maintaining supplier performance records and support periodic supplier reviews to ensure service levels and contractual obligations are met.
8. Raise and manage purchase orders, track delivery of goods and services, and receipt invoices using internal finance systems.
9. Communicate with suppliers and contractors to confirm orders, delivery schedules, and invoice queries as required.
10. Coordinate internal and external meetings, workshops, and audits, including room/venue bookings, agendas, and follow-up actions.
11. Liaise with IT teams and IT Managers to Maintain central logs and registers (e.g. contracts, licences, audits, support agreements) and highlight upcoming renewals or key deadlines.
12. Produce reports and insights from contract and project registers to support management decision-making.
13. Ensure IT documentation, folders, and SharePoint areas are well structured, consistent, and accessible.
14. Provide administrative input to routine reporting requirements across the department.
15. Undertake such other duties that are required commensurate with the role.
16. Follow all Group policies and procedures in accordance with the role and attend Mandatory training when requested to ensure compliance with Group policies and procedures.
17. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
18. Carry out any duty which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive or Group Directors commensurate with the position.

# Candidate Requirements

## Candidate Requirements:

- Proven experience in an administrative or co-ordinator role, ideally supporting a busy operational or technical team.
- Good working knowledge of Microsoft Office, particularly Excel, Word, and Outlook.
- Strong written communication skills, including drafting clear emails and notes.
- Excellent organisational and time management skills, with the ability to prioritise competing tasks.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Confident working with data (preferably financial e.g. purchase orders, invoices etc).
- A proactive and organised team player, capable of working independently on routine responsibilities.
- The ability and willingness to travel to sites as needed.

# JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



# Jigsaw Homes Group Limited

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