**Complaints Administrator**

21 hours per week 3 days per week (9:00am to 5:00pm)

**6 months FTC**

Salary: up to £35Kpa (pro-rata)

Benefits:

* Defined contribution Pensions Scheme (employer matches up to 8%)
* Life assurance cover 5 x annual salary
* 27 days annual leave
* Interest-free loans (including season ticket loan, Cycle-to-Work scheme, rent deposit loan)
* employee assistance programme
* excellent learning & development opportunities
* staff discount scheme
* Medicash – Health incentive
* a modern office and facilities

To apply please send an updated CV along with a cover letter. Please ensure that your cover letter addresses how you meet the key responsibilities stated on the Role Profile.

**Deadline for submission**: Friday 23 Sept 2025.

**Submit to application to:** [recruitment@SW9.org.uk](mailto:recruitment@SW9.org.uk)

Address: Stockwell Walk Park, London SW9 0FG

To discuss the role or for more information call: Andrea Lewis, HR Manager on 0207 326 3771.