

## Spotlight on Ionie Roper



### 1. What's your role at Peabody?

*Customer Services officer.*

### 2. What brought you to Peabody?

*I came to Charlton Triangle Homes by chance. In March 2007, I was walking along Tower Bridge Road, and I saw a recruitment sign - for helping people back to work. I popped in and enquired. I met this lovely lady; she told me that "Charlton Triangle Homes is looking for someone to volunteer to do archiving for 6 weeks". I jumped at the chance, and she signed me up. The next day, she took me to Charlton on the bus. She introduced me to the manager at the time. I did archiving for 6 weeks, and when it came to the end, I continued volunteering. Then I was on agency pay. And on the 1<sup>st</sup> August 2007 – I was employed and became a member of staff. The rest is history.*

*Before Peabody took over, the organisation was "Family Mosaic". My passion for working with people started when I was a young child, and this passion has taken me into my adulthood. When I decided that I wanted to work in the housing sector, I enrolled at Hackney College and gained a National Certificate in the Housing – Management and Maintenance Pathway (Level 3) in 2003. After I had finished college, I volunteered at the Guinness Housing Trust in Hackney for nearly 2 years before I came to Charlton Triangle Homes.*

### 3. What are you working on at the moment?

*I am the first point of contact at the New Leaf Centre. My day-to-day job is making sure that everything is running smoothly. Some of the things I do are booking appointments, reminder calls, health & safety checks, admin, logging interactions on CRM, and banking. At the moment, I am calling a few of the elderly residents to see how they are getting on. I have been keeping in touch with some of them since the start of Covid-19. Covid may have stopped, but Ionie is still ongoing.*

### 4. What's one of your favourite things about this place?

*There are quite a few, but my favourite is People! Seeing someone happy that I have helped makes me happy...*

## 5. Which of the Charlton/Peabody values means the most to you, and why?

*Collaborate! I love a good team-working environment because if we are not kind, loving, caring, empathetic, sympathetic, a good listener and supportive, the team will not work properly but diminish.*

## 6. What makes you smile?

*My children, grandkids, sisters and people as a whole. It doesn't matter who you are and where you are from. My children are the best thing that has ever happened to me. I am so proud of them and their achievements. My first daughter is doing her doctorate in "Clinical Psychology". She was also awarded a scholarship to attend university to complete a Master's Degree (MSc) before starting her Doctorate. My second daughter started her career in 2009 when she worked for the mayor under Boris Johnson. She is still working at the Mayor's office (currently under Sadiq Khan). My third daughter is doing well in her job in construction and leading a path for other women from minoritised backgrounds to enter the profession.*

*I am a proud grandmother of 5, for now. My eldest granddaughter has not been well recently but is still trying to maintain her hobbies in photography and the arts; my second granddaughter attends a private school and is eager to do her GCSEs later this year. She was voted "Class Captain" on the first week of attending. Since then, they have voted for her four more times, and she is doing the role at present. A few weeks ago, she was awarded a "Sports Scholarship". My sisters are my best friends. As stated above – seeing someone happy that I have helped makes me happy. So, there is something to be proud of and smile about. This is to show that it does not matter about your background. Living in social housing, one can still excel very high.*

## 7. Tell us about your home.

*I am living in a rented Housing Association flat. My favourite room is my bedroom.*

## 8. Tell us something about you that we might be surprised by.

*I am a new author. My second book has now been published. It is a book of poems that I have collated over the last 7 years. All these poems came to me at random.*

*Famous places I've enjoyed visiting are: The White House with my children in 1996. And the Queens' Garden Tea Party in May 2022. From the White House to Buckingham Palace. I am very proud of these achievements.*

## FAVOURITE...

- **Food:** Jamaican Rice and Peas with fish (particularly Salmon)
- **Band/Singer/Group:** Bob Marley
- **Favourite song:** By Bob Marley – "Don't worry about a thing, because every little thing is gonna be alright"
- **Film:** The Passion of The Christ
- **Sport:** I don't have one – but I am now into basketball because my granddaughter wants to be a professional basketball player.
- **Dream place to visit:** Mexico. Some of my family visited there, and they loved it!