

# Tenancy Support Officer / Swyddog Cymorth Tenantiaeth

Recruitment pack

May 2024



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## A message from Anne Hinchey, Group Chief Executive

Having celebrated over 50 years of existence, now is an excellent time to join us. We have an excellent financial foundation on which to build our future and help drive improvements in the services that we provide to our customers and the wider community.

As a leading provider of affordable homes we are passionate about what we do and are proud of our culture and our dedicated, hard-working teams. We've created a fun, friendly and progressive place to work. You will be joining a company that has achieved a 3 star World Class rating in the 2022 Best Companies listing. We are also proud to be the first organisation in Wales to achieve the highest rating of Platinum for Investors in People.

We live and breathe our values and our culture is integral to us as an organisation and how we work. We have a strong culture of enabling and empowering our people to make decisions, understanding what we do and why we do it. We take time to listen to the people that live in our homes and use our services to understand what matters to them and design services to best suit their needs. We understand that 'one size does not fit all' and trust our staff to do the right thing.

We are always looking for people who are motivated, hard-working, flexible, full of ideas and most importantly, people who really want to make a difference. We want people that will embrace our culture and the freedom it offers and continue with the innovation in service delivery we have become known for. If you like the sound of this, then we might be the organisation for you.

I hope the information in this pack proves useful and gives you sufficient guidance to pursue your application. Further information is also available on our website:

[www.wwha.co.uk](http://www.wwha.co.uk).

This is an exceptional opportunity and I'm looking forward to receiving your application.

**Anne Hinchey**

Group Chief Executive

# The Opportunity

We are seeking an experienced Tenancy Support Officer for a 12 month fixed term post, with a demonstratable track record of working within a housing team and customer focused environment to support our two **award-winning** companies to make a real difference to people's lives, homes and communities.

## Are you:

- **Genuinely passionate** about making a difference to our residents and able to use your initiative to deliver top quality customer service?
- Able to provide an important part of the housing management **function** and support residents to sustain their tenancies, maximise their income and support with money management, debt and benefit advice?
- Someone that has **positive and flexible attitude**, with **strong values that align well to ours**?

## Do you have:

- A **strong customer** focused and empathetic approach to dealing with customers?
- The ability to work as part of a **busy team** as well as to **work alone** and therefore capable of **organising your workload and making decisions**?
- **Excellent communication skills** and the **self-awareness** to continuously improve yourself and others?
- Proficient knowledge of supporting residents ?
- A proven track record of working in a tenancy support role?

If so, we want to hear from you!

## What's in it for you?

In return for your hard work, commitment and innovation, you will enjoy an environment focused on **more than just competitive pay**. You'll enjoy:

- Salary £34,846 - £38,569 per annum.
- Choice of Defined Contribution or Defined Benefit **pension**, both including **3x death in service** life insurance cover.
- **25 days annual leave**, increasing to 30 days with service the ability to **buy and sell up to 5 days** (pro rata), as well as, time off for volunteering, health screening and more.
- **9 Bank Holidays** per annum, including an **extra day at Christmas!**
- **Opportunities to develop and grow,**

- Regular feedback, training and support from your manager and team,
- Comprehensive support in case of sickness with a **generous sick pay** scheme, critical illness cover and support through an **employee assistance and counselling** service and a cash plan benefit,
- A permanent contract ensuring **job security**,
- And lots **more**

## What you will be doing?

Using the **WWH values**, you will demonstrate **effective skills and behaviours** to confidently be a part of the housing management function and **provide assistance and support** to the resident whilst working alongside the wider housing team. You will **enable the delivery of services to our residents** by providing effective **tenancy support**.

You must also be a **good communicator** and provide a **high quality, friendly customer-orientated service**.

## Where is the role based?

You will work from our office based in Newcastle Emlyn.

**For further information about the role please view the attached role profile.**

# Role Profile



<b>Job Title:</b>	TENANCY SUPPORT OFFICER
<b>Responsible to:</b>	HOUSING MANAGER
<b>Responsible for:</b>	N/A
<b>Band:</b>	G

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## Job Purpose

- To assist in the management of sustainable tenancies, in particular assisting residents to enable them to pay their rent through the provision of comprehensive money management, debt and benefit advice.
  - To understand residents' needs and aspirations and help them to achieve what matters to them.
  - To support residents where they are struggling to manage their tenancy, providing practical advice so that they don't find themselves in the same position in the future.
  - To help residents start their tenancy clean so that they can avoid falling into financial difficulty in the future.
- 

## Accountabilities

### Provision of Housing Services

- Assess residents' income and expenditure in order to determine areas where their money can be managed more effectively and enable them to make informed decisions regarding their finances.
- Identify entitlement to additional income via benefits, tax credits and grants and assist residents with these claims.
- Advise and assist residents with benefit claims that are disputed and attend any relevant appointments, such as medical assessments or tribunals.
- Establish and maintain meaningful links with relevant agencies such as the DWP, HB departments, HMRC, poverty groups and grant providers.

- Identify support needs and make referrals to appropriate agencies to assist in the management of the tenancy where specific expertise is required.
- Remain up-to-date with welfare benefit and tax credit regulations and changes to be able to provide accurate advice and assistance to residents and support for colleagues.
- Provide ongoing information to residents and staff ensuring they are clear on their financial circumstances and the decisions they need to make.
- Work in close liaison with housing staff and other colleagues, to achieve positive outcomes for residents.
- Assist residents seeking employment or training opportunities, signposting to community resources.
- Assisting in/facilitating/promoting digital inclusion, to assist residents in applying for benefits online, look for alternative housing options and/or increase financial capability.

### **Quality and Monitoring**

- Record all actions and outcomes taken to ensure resident details are up-to-date and assist with overall monitoring of welfare benefit reform changes and the impact on residents.
- Effectively use performance measures aligned to the WWHG Operating Procedures (Purpose and What Matters to residents).

### **The WWHG Way**

- Embrace an open, innovative and collaborative culture that learns from others; be experimental and focus on delivering the right services to deliver excellent customer service in the right way.
- Focus on continuous improvement and self-evaluation and encourage creativity and fresh ideas for current and future service delivery.
- Act on both internal and external systems to remove barriers and improve workflows to improve efficiencies.

This role profile sets out the principal purpose and main elements of the post, at the current time. It is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment. No role profile can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those of this document.

### **General**

*The above responsibilities should be read in conjunction with all express contractual terms relevant to your employment and any other non-contractual Policies and Procedures published by WWH, which are amended from time to time.*

*In addition to the specified Job Purpose and Accountabilities all staff are expected to:*

### **Equality**

*Proactively promote the principles and practices of equality of opportunity, to ensure its effective implementation within their own work and the work of team members, as appropriate and to abide by and support the WWH Equality Policy as an integral part of all duties.*

### **Health and Safety**

*Understand their personal responsibilities for ensuring the highest standard of Health and Safety towards themselves and others (e.g. colleagues, team members, residents, the public, etc.). Understand the WWH Health and Safety Policy, including details of relevant responsibilities for employees, managers and senior staff members as well as the consequences for failing to follow them.*

### **Confidentiality**

*Have a duty of confidentiality to residents, staff/colleagues, and any other persons or organisations data/information that may be used or held by WWH. All data/information should be treated as confidential and should only be collected and/or disclosed on a need to know basis and where a legal basis has been satisfied in the relevant legislation.*

*Under no circumstances should any personal data/information or sensitive personal data/information or business sensitive data/information be divulged or passed on to any persons or organisations that are not permitted to receive such data.*

### **Data Protection**

*In line with legislation, and organisational policy, all personal data/information will be processed in line with the Data Protection Act 2018. This includes how staff collect, use, retain, share and destroy personal data/information.*

### **Value for Money and Financial Regulations**

*Understand that when involved in making decisions to procure goods or services, staff are responsible for doing the right thing to ensure that value for money is achieved. This may involve conversations with specialist or more senior members of staff before any commitment to purchase is made, seeking approval in accordance with the Delegated Authority List and the Financial Regulations. All purchasing decisions and any costs*

*incurred on behalf of WWH must be reasonable, made in a responsible manner, supported by a genuine business need and represent good value, in accordance with WWH policy and procedure.*

### **Learning and development**

*Attend and engage in all training identified as necessary to the role. This may involve achieving competency in specific areas to ensure legislative compliance and participating in developmental training to promote organisational culture. Staff will also be required to participate fully in the WWH performance development process and personally commit to identifying, achieving and maintaining the skills and qualities required to fulfil their role and maximise their potential.*

*To undertake any other duties requested by the Line Manager, which are consistent with the overall purpose of the post.*

## **Knowledge/Skills/Experience**

### **Essential**

- Experience in the provision of debt and money advice.
- Experience, up-to-date knowledge and practical application of the welfare benefits and tax credit systems.
- This role requires an Enhanced DBS check due to the nature of the role
- Ability to impart information in a clear and concise way.
- Skills and experience to undertake the role and accountabilities as set out above and behaviours which demonstrate the WWH values.
- Competent in Microsoft Office.
- Car user, valid licence, provision of own vehicle.

### **Desirable**

- Ability to speak Welsh.
- Evidence of continuing professional development.
- Knowledge of the social housing sector.

# Summary of main benefits

Working for WWH gives you access to a great range of benefits such as flexible working, a generous annual leave entitlement, competitive salaries and a range of health and wellbeing benefits:

## Great pay

We offer a competitive salary with an annual review.

## Annual leave

You are entitled to 25 days leave per year, plus the designated statutory bank holidays and an extra company holiday at Christmas. In addition, your leave entitlement will increase by one day on the 1st January of each year up to a maximum of five additional days. All our annual leave benefits are calculated on a pro rata basis if you work part-time. On top of this, you also have the option to buy or sell up to one week during each holiday year.

## A choice of 2 pensions

We know that financial security has a positive effect on wellbeing whether you are close to retirement or not. We offer a choice of two pensions; a CARE Defined Benefit Scheme and a Defined Contribution (DC) Scheme.

## Employee wellbeing

Our staff are important to us. That's why we're committed to offering the widest possible range of working arrangements to support and promote your wellbeing. We provide information, support and initiatives to help you live the life you want and our Cash Plan allows you to be more health conscious by taking away some of the financial burden of healthcare for routine treatments, such as dental, optical and physiotherapy, up to an annual policy limit.

## Supporting through illness

If the unfortunate happens and you are unable to work through sickness, illness or injury WWH supports you with a generous occupational sick leave scheme, role adjustments, occupational health advice and an employee assistance programme. We also provide critical illness cover for extra peace of mind.

## Flexible working

At WWH we genuinely believe in the importance of a balanced lifestyle where you can achieve your best at work and manage other areas of your life effectively. Flexible working is a widely used benefit that is enjoyed by many staff at all levels. Having a healthy and flexible work-life balance is about finding the right solution to combine work with your personal responsibilities and aspirations while providing WWH with flexibility in order to provide better services.

## Learning and development

We value our people highly and want to invest in providing the right support and skills to really make a difference in the services we provide. Learning and development is an integral

part of our business and we regard the development of our staff as a key responsibility of everyone's role. All staff must make a personal commitment and investment of time to access learning and development opportunities that will enhance personal growth and develop skills and behaviours. All staff attend a Corporate Induction programme and have regular meaningful 'Development Conversations' about their development and work, how it's connected to the work of others and how we work together to support WWH's values and operating principles. We also have a bespoke WWH leadership programme, which all staff can benefit from.

### **Annual staff survey**

Another way we listen to staff is through our annual staff survey that seeks confidential feedback on how we are doing.

### **The little things**

In addition to all these great benefits, we believe that the little things also make this a great place to work. We hold annual loyalty awards as a 'thank you' to staff who have been with WWH for many years. We provide free tea, coffee, water and kitchen facilities; free parking; corporate gym membership rates; reasonable use of office facilities, e.g. photocopying and internet for a small monthly contribution; and an extensive range of savings and discounts from local retailers.

# How to apply

Applying is easy, just click the blue button and upload your CV and cover letter answering the questions in the 'Apply now' section.

If you cannot attend the advertised assessment date(s) please indicate this in the appropriate section in the application form. Please be aware that we may not be able to change the date of the assessment or interview if you are shortlisted.

We do not pay any expenses for interview/assessment days.

The equal opportunities information requested is for monitoring purposes only, in line with our commitment to equality and diversity, and will not affect the outcome of your application.

It is your responsibility to ensure that we have received your application. If you don't receive confirmation of receipt of your application from us within 24 hours of sending, please call 07970675480 to make sure it has arrived.

## Key dates

<b>Closing date for applications:</b>	<b>Thursday, 23<sup>rd</sup> May 2024</b>
<b>Assessment Date:</b>	<b>Wednesday, 12<sup>th</sup> June 2024</b>

If you are interested in this role and would like to chat further, please get in touch with [Glenda.bowen@wwha.co.uk](mailto:Glenda.bowen@wwha.co.uk) to arrange an informal chat.

If you have any questions about the application process please contact the Human Resources Department, on 07970675480.

For additional information about Wales & West Housing please visit [www.wwha.co.uk](http://www.wwha.co.uk)



## The WWHG Way

As a large, stable group of companies and a leading housing provider in Wales, we are ambitious to make our strength tell. You will find us truly passionate to make a real and practical difference to people's lives in the way we do our business.

For WWH Group, business with a truly social purpose is business as usual. There are no profits taken or dividends paid, every penny counts towards investing in the future, providing more homes and improving and expanding services to deliver **what is important to our residents**.

Every organisation has a culture and we are very deliberate in shaping ours and making sure that customers are at the centre.

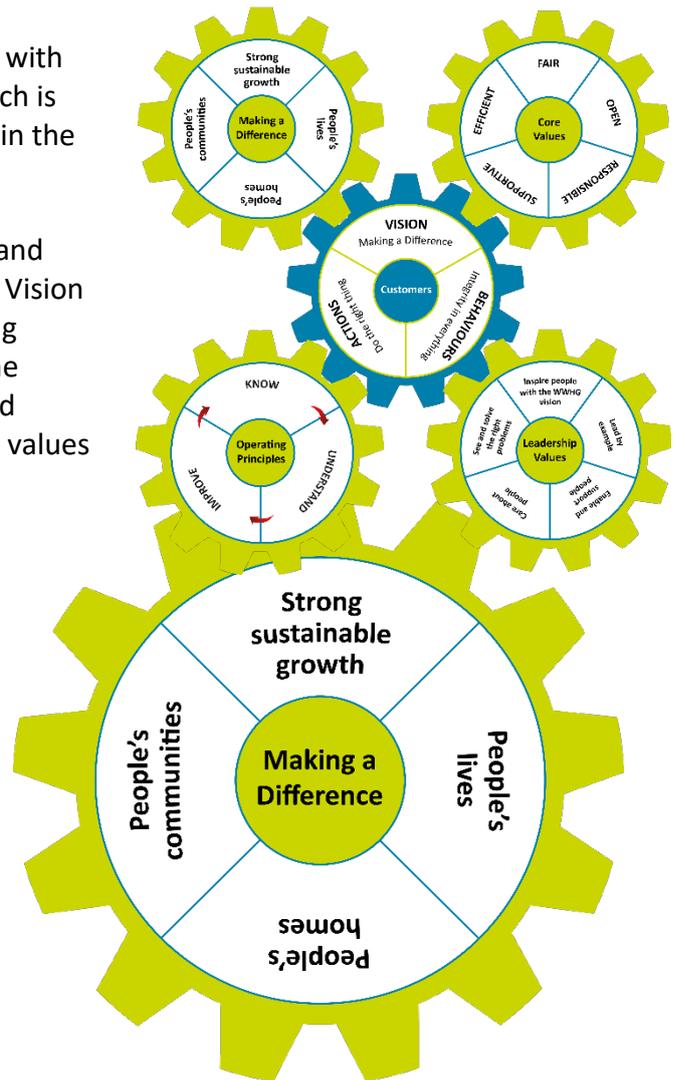
We express our culture as a series of interconnecting cogs, each working together with its neighbour to create a cohesive whole which is easy to understand and designed to be used in the real world.

The central cog has customers at the centre and summarises our culture in three segments, a Vision for 'Making a Difference', Behaviours showing 'Integrity in Everything' and Actions to 'Do the Right Thing'. They act like our head, heart and hands; the vision we see that inspires us, the values we believe that drive our behaviour and the actions we take to do the right thing for staff and customers alike.

This culture is the WWHG way.

The surrounding interconnecting cogs expand on the Vision, Behaviours and Actions to give clarity on what it means to make a difference, have integrity in everything and to do the right thing.

Each cog is focussed on providing practical guidance and tools centred on making our Vision a reality using our Core Values, Leadership Values and Operating Principles.

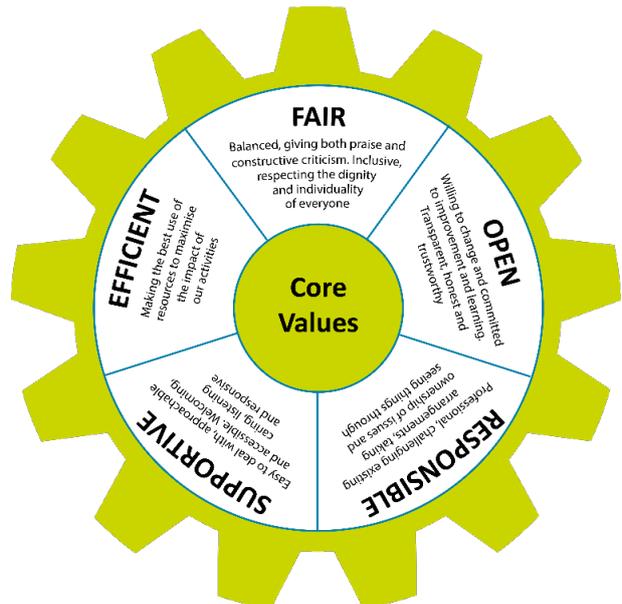


## Our Vision – making a difference

We know what we stand for, you see it in our established vision of 'Strong sustainable growth to make a difference to people's lives, home and communities'.

There is a reality to this vision; it is a key 'cog' in our organisational system linking everything we do. It essentially defines our culture.

From the top to the bottom of the organisation 'Making a Difference' is a consistent theme, from the way we 'buy right', considering local and ethical manufacture, our 'Making a Difference' framework of grants



and support for our residents through to our ambitious programme of building new homes with our 'starting clean' approach to setting up tenancies right, so people can set up a real home and thrive from the very start.

## Our core values

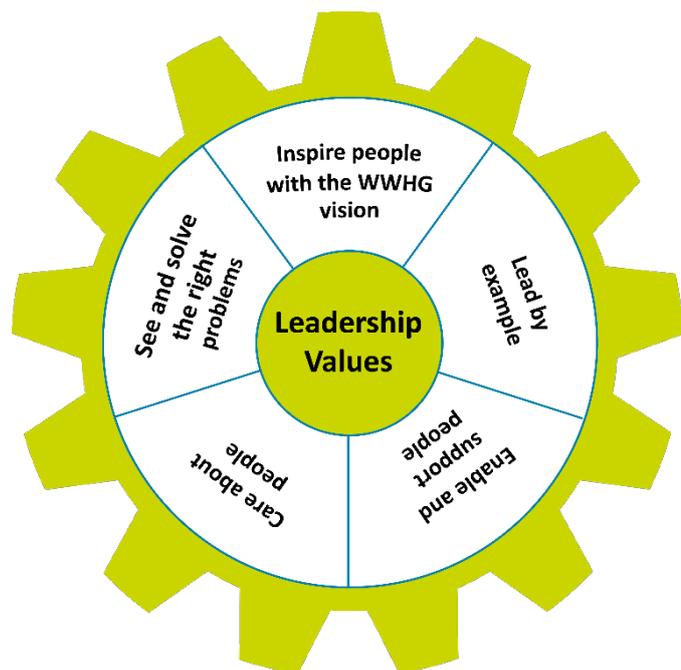
The tone of the organisation is set by our longstanding and well understood **core values**, which act as our foundation and our guide to how we do what we do. 'May the force be with you' is a well-known quote, with the crucial difference that our **FORSE** sets out our core values; to be Fair, Open, Responsible, Supportive and Efficient.

Each value has a plain English description to set out clearly the behaviours required in a practical way.

## Our leadership values

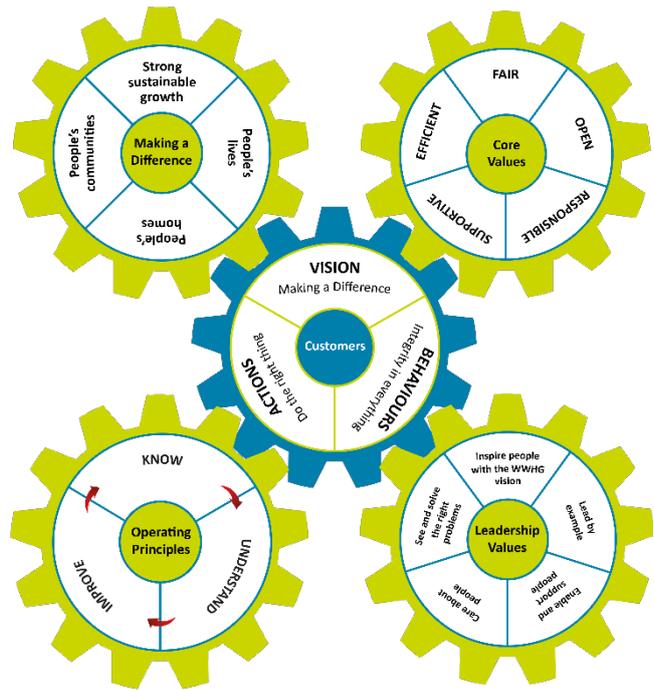
Built upon the firm foundations provided by our core values are our **leadership values**. All of our managers are leaders and use the leadership values to shape their behaviours and to support them in living out our values, making a real difference in their day to day work.

In reality, all staff act as leaders in a variety of settings with their colleagues and customers at different times and will need to understand and use the leadership values, as well as needing to understand what to expect of their own managers.

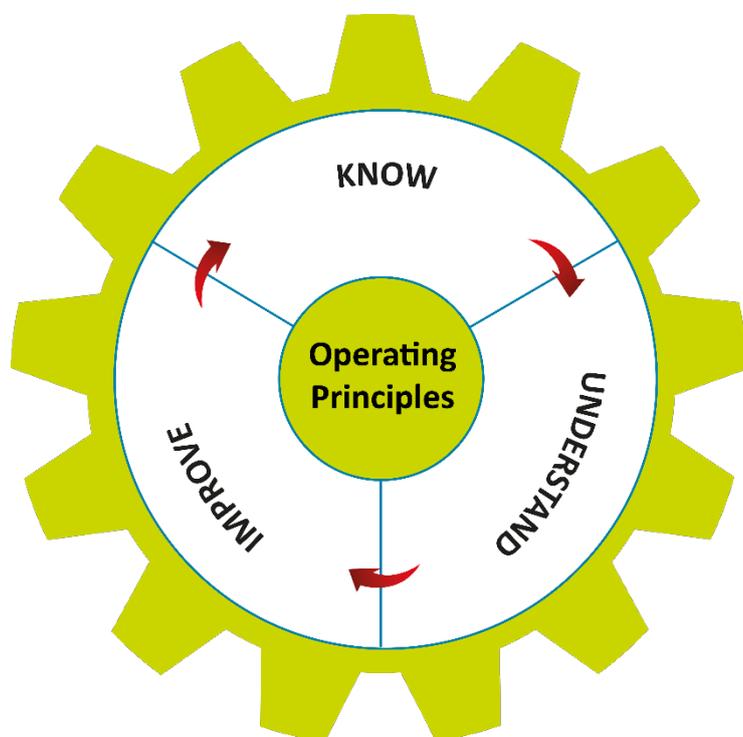


Functioning together as interlocking 'cogs', these factors define our culture and who we are. Our Investors in People Platinum award and Best Companies 3 star World Class rating are testament to this.

However, our focus remains on our customers, both our residents and others who rely on our services. This has led to a growth in the range of services delivered by the Group over recent years.



# Our operating principles



Our actions are guided by our Operating Principles. They are a practical tool to guide staff to 'do the right thing', using a continuous 'Know, Understand, Improve' cycle to deliver and improve services tailored to customers' needs.

Knowing what really matters to customers is the foundation to this approach as it allows current performance to be understood against a clear purpose.

Understanding the reasons behind both good and poor performance is a natural next step, allowing the underlying problems to be identified.

Potential solutions can then be understood in the wider business context, ensuring that business and wider legal requirements are met.

Improving performance is then a matter of systematically addressing underlying issues with appropriate solutions, whilst carefully measuring performance to make sure the improvement has been effective for customers.



## Growing our workforce of the future

Our Group is growing and it is difficult to predict what the future will look like. Our culture, the WWH Group way, is a fundamental reason our people stay with us so we want to do all we can to protect it. To protect our culture, we need to recruit people that believe in our vision, live our values, and will help us achieve our mission to make a difference in all we do.

‘Grow our own’ is our training initiative that will help us to develop our workforce of the future by providing a holistic training experience, giving a grounding in the role, the organisation, and the sector, in our unique way. We want to provide opportunities for school and college leavers, people finding a new career path or those returning to the workplace.

Our ‘Grow our own’ opportunities will provide trainees with a unique chance to play their part in making a difference whilst gaining invaluable work experience. At the end of the trainee programme they will be fully prepared for the next step in their career, whether with us at the Wales & West Housing Group, or elsewhere.

We want to grow and develop people who believe and live by our values, actively champion the WWH Group way and display excellence in their chosen profession.

# Wales & West Housing Group

In 2010 WWH formed a group structure and in recent years has added various group companies to its family, Cambria Maintenance Services, Enfys Developments and Castell Homes.

Across the Wales & West Housing Group we have over 660 employees.

Wales & West Housing started in 1965 with its first homes in Cardiff and grew significantly through the 1980's developing homes across Wales. With over 12,000 homes, almost all of which are for social rent, it employs around 450 staff.

Cambria commenced trading in 2011 providing reactive maintenance services to two thirds of our homes and has since grown to encompass all WWH's homes across Wales delivering the majority of our maintenance and refurbishment work. This arrangement has provided secure local employment and investment and has led to effective, resident focussed, joined up, good value service delivery. Cambria currently employs over 180 staff.

Enfys Developments oversees the construction of the affordable housing programme which has seen almost 1,000 new homes in the last five years. Enfys procures the professional services used, and the contractors which build our homes.

Castell Homes develop homes for sale to support additional affordable housing schemes.

All this, the Group's culture and its growth in services, make for an exciting, open organisation full of opportunity to shape and champion customer-driven service delivery which is commercial, but with a truly social heart.

## Wales & West Housing Group



# Executive Leadership



## **Anne Hinchey, Group Chief Executive**

Anne joined the Group in 1999 and became Group Chief Executive in 2006. She has extensive experience in the housing association, voluntary and local authority sectors in Wales, after starting as a rent collector in 1985 in Cardiff. Anne has a BA in History & Politics, an MA in Education, and is a Fellow of the Chartered Institute of Housing.



## **Steve Porter, Executive Director (Assets)**

Steve joined the Group in 2008 as Head of Property Services before becoming Operations Director in 2012. Steve has held several Executive Director portfolios including Organisational Development as well as Assets. He is professionally qualified and has over 30 years of experience working in housing maintenance and construction in both client and contractor roles.



## **Stuart Epps, Executive Director (Finance and Development)**

Stuart joined the Group in 2011 and became Executive Director at the start of 2016. He has over 20 years of experience as a senior finance professional in property development, consultancy in the build environment and construction in Wales. Stuart is qualified as a Chartered Accountant.



## **Alex Stephenson, Executive Director (Corporate Strategy and Services)**

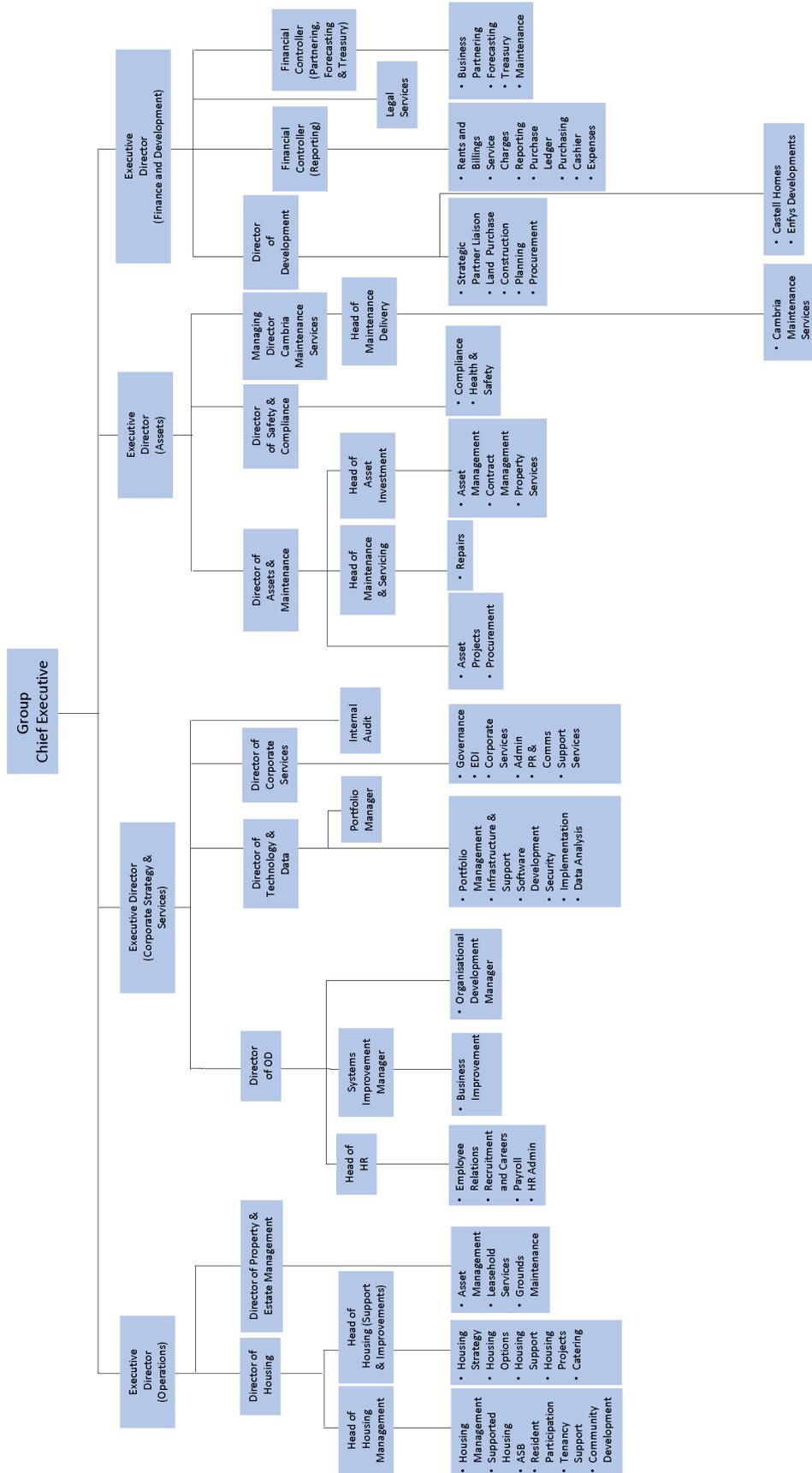
Alex has more than 15 years' experience in housing. Having joined the Group in the finance department in 2004 as a qualified accountant, he went on to become Head of Property Services and Director of Corporate Services before becoming an Executive Director at the beginning of 2020.



## **Joanna Davoile, Executive Director (Operations)**

Joanna has over 20 years' experience in the social housing sector in England and Wales, spending most of that time in the development of new-build social housing. Jo has a post-graduate leadership diploma, a Masters of Business Administration and is accredited as a Professional Coach. Jo joined the Group as Director of Development in 2019 and became an Executive Director in 2022.

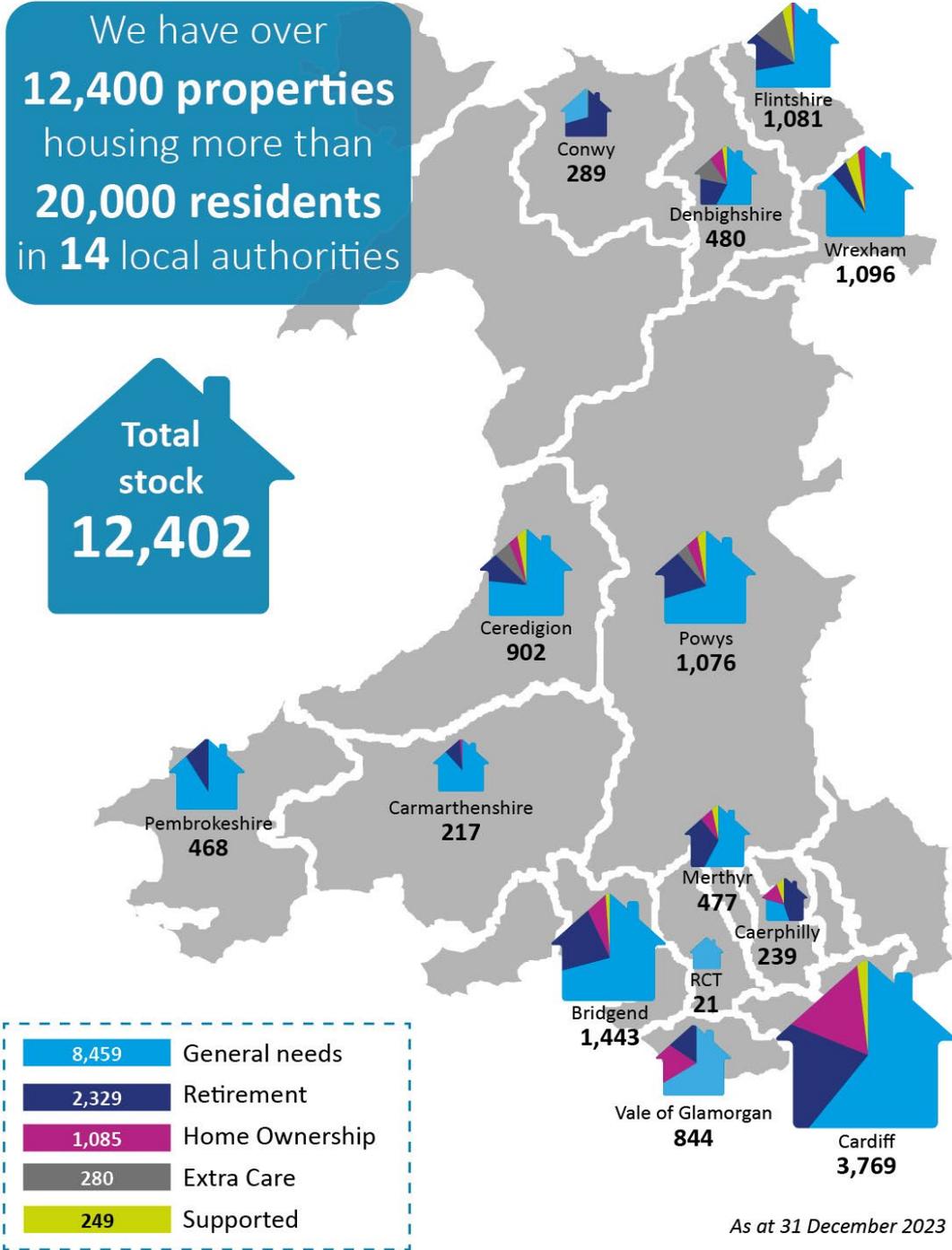
# Organisation Chart



# Communities across Wales

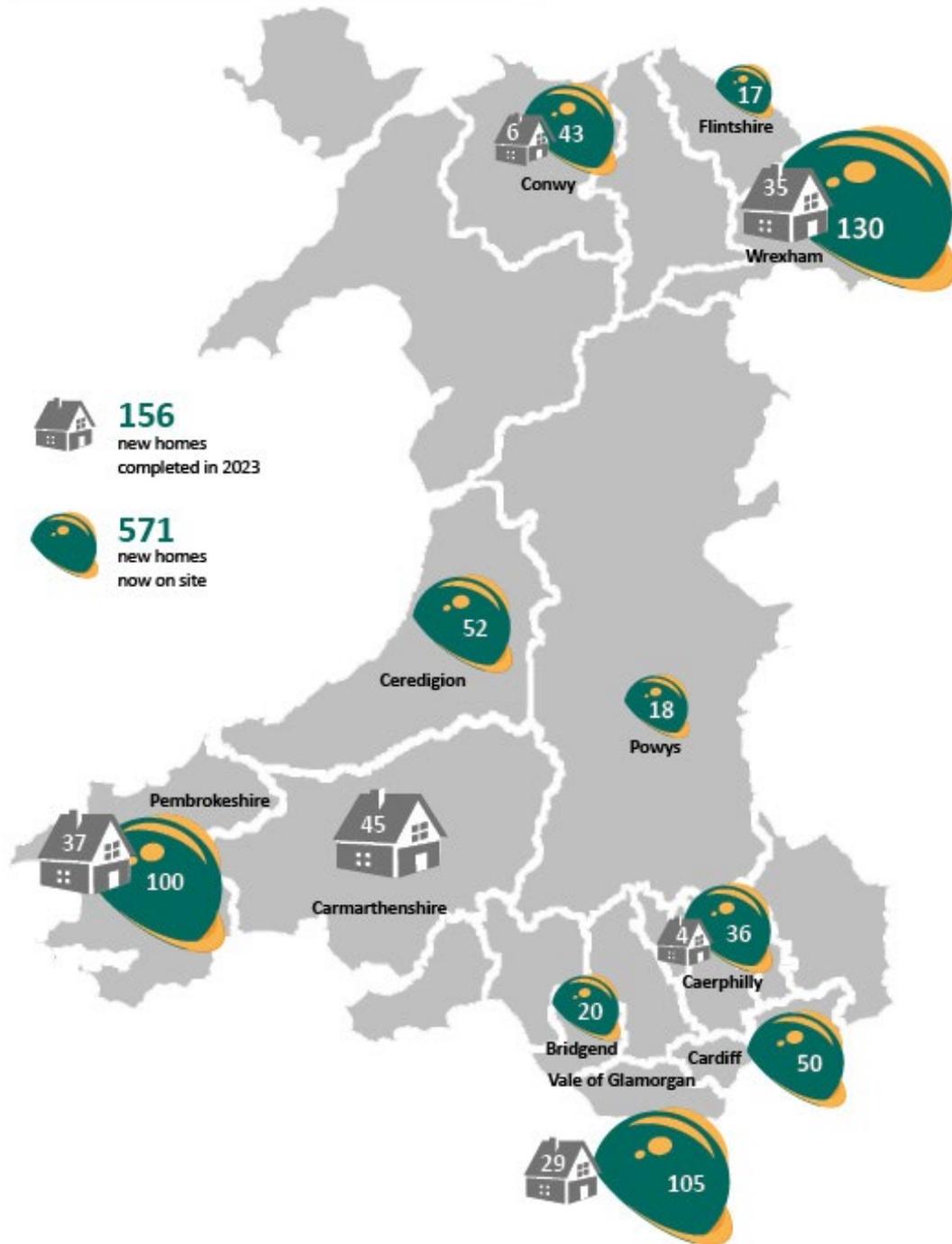
We have over  
**12,400 properties**  
 housing more than  
**20,000 residents**  
 in **14** local authorities

Total  
 stock  
**12,402**



As at 31 December 2023

# Building new homes





## Head Office

Archway House  
77 Parc Tŷ Glas  
Llanishen

Cardiff, CF14 5DU

Telephone: 0800 052 2526

Email: [contactus@wwha.co.uk](mailto:contactus@wwha.co.uk)

Website: [www.wwha.co.uk](http://www.wwha.co.uk)

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 wwhahomesforwales



**INVESTORS IN PEOPLE™**  
**We invest in people** Platinum