



Rent Team Leader (Maternity cover)

Applicant Information Pack



Alternative formats

If you require this document in an alternative format, such as large print or a white or coloured background, please contact our Communications team.



unitedwelsh.com/contact



tellmemore@unitedwelsh.com



0330 159 6080

Contents

- 1 About Us
- 3 Job Profile
- 4 Key Accountabilities
- 5 Personal Requirements
- 6 Terms and Conditions
- 7 Additional Benefits
- 8 How to apply



About Us

United Welsh is an award-winning not-for-profit organisation providing homes and related services in South Wales. We are passionate about building homes, creating communities and transforming lives.

We look after over **6,300 homes** for people across **11 local authority areas**, and our services help thousands more in our communities.

Helping people to live happily and in good health is important to us, and we are proud to have been named fifth best landlord in the UK.

We have a new building programme that is worth around **£35m** each year and in the next five years, we intend to build **1,300 more homes**. We are ambitious about how we can help people to live their best lives, working

with a range of partners including local and national government and the NHS to give people choice; tackling poverty, improving wellbeing and playing our part in ending homelessness.

The United Welsh Group also incorporates our subsidiary Celtic Horizons Ltd which, in partnership, looks after all our property services, and Harmoni Homes Ltd, which builds affordable homes and homes for sale.

We are also developing a new social enterprise, Celtic Offsite, that will manufacture low carbon homes and support the local economy to thrive.

With almost **400 employees** and a turnover of over **£40m**, we are an ambitious organisation with a strong sense of social purpose.

Life at United Welsh centres around our culture. We live by our values which connect us and inspire us, guiding our strategies as well as the decisions we make day to day.



About Us

United Welsh

**Celtic Horizons
Ltd**

**Harmoni
Homes Ltd**

Developing homes for
United Welsh

**Celtic
Horizons**

Asset
Management

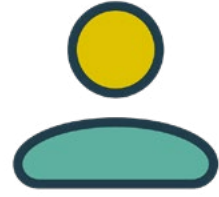
**Celtic
Offsite**

Timber frame
factory

The Celtic Horizons asset management service for United Welsh is delivered in partnership with Mears Ltd



Job Profile



Rent Team Leader

Reporting to

Income and Money Advice Manager

Responsible for

A team of Rent Officers and Sustainability Officers

Broad purpose of the post

We are looking for a Rent Team Leader to join our Income and Money Advice team. Your primary responsibility will be making sure our rental revenue is maximised by supporting residents to maintain their contracts successfully through efficient rent collection and arrears recovery processes.

As Rent Team Leader, you'll lead a team of Rent Officers and Sustainability Officers to provide a responsive and customer-focused rents service, making sure contracts are well managed in line with relevant policies and procedures.

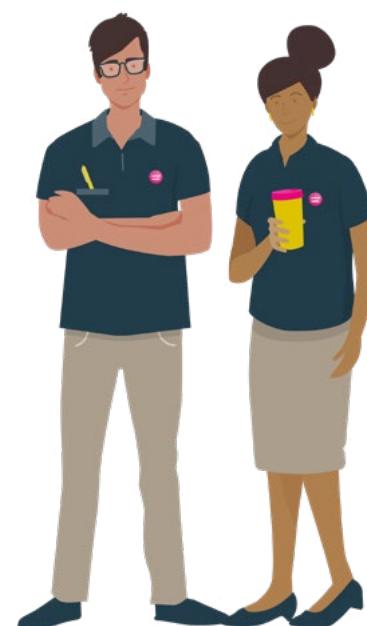
If you have strong communication skills, are dedicated to delivering exceptional customer service and have experience in rent collection and arrears recovery, we'd love to hear from you.

- Temporary, 12 months (maternity cover)
- £39,964.16 per annum
- Closes Tuesday 16th July, 9am
- Interviews Monday 29th/Tuesday 30th July

Key Accountabilities



- To manage a team of Rent Officers and Sustainability Officers, ensuring that the rent collection and arrears recovery processes are delivered in a way that is efficient, effective and customer-focused, that rental income is maximised, and that relevant KPIs are met.
- To lead the continuous development and improvement of rent collection and arrears recovery systems, processes, procedures and frameworks, ensuring that these are efficient, effective, deliver value for money and focus on arrears prevention.
- To ensure that our commitment to contract sustainment is achieved by ensuring that the team provide residents with appropriate support, advice and guidance on all financial matters. This includes budgeting and welfare benefits advice in line with our commitment to financial inclusion, anti-poverty and the avoidance of evictions into homelessness.
- To manage the Income and Money Advice team's hardship fund.
- To lead the team's response to welfare reform mitigation, ensuring that residents are appropriately informed, engaged and supported.
- To establish and maintain effective working relationships with internal and external partners to ensure that the benefits of joint working and the sharing of expertise and resources can maximise the impact for our residents.
- To lead the team's responsibility for annual rent increases.
- To be a proactive member of the team, continually seeking to improve and develop your skills and the performance of the team, and operate within and comply with United Welsh policies, procedures and values at all times.
- To deputise for the Income and Money Advice Manager when required.



Personal Requirements

Experience

Essential

- Experience in delivering rent collection and arrears recovery services
- Experience working in social housing or a related sector
- A comprehensive understanding of welfare benefits, particularly Housing Benefit and Universal Credit
- Experience in developing policies, procedures and initiatives
- Experience in change management
- Experience in leading a team and working with a variety of people from different backgrounds and with different needs

IT skills

Essential

- Competent in using all Microsoft Office packages including Word and Excel
- Ability to maintain databases
- Ability to produce statistical reports and information
- Ability to present information in a variety of formats
- Ability to identify and implement system improvements

Desirable

- Experience in using housing management systems and databases, preferably IBS

Technical and professional skills

Essential

- Up-to-date knowledge of housing and welfare benefits legislation
- Ability to successfully deliver projects using recognised project management techniques
- Up to date knowledge of housing policy, including the Renting Homes (Wales) Act 2016
- Excellent numeracy, written and oral communication skills, with the ability to communicate at all levels and in a variety of formats
- Commitment to the delivery of exceptional customer service and the ability to treat all customers with equally high standards of respect and consideration
- Ability to plan and prioritise own workload to achieve objectives
- Ability to remain calm whilst under pressure, and work flexibly in a challenging and changing environment
- Ability to make reasoned judgements and decisions
- Confident self-starter, pro-active, able to work independently
- Effective team player, ability to develop and maintain effective partnerships both internally and externally
- Ability to challenge the 'status quo', seek and deliver continuous improvement and service development
- Full clean driving license

Desirable

- Welfare Rights or Money Advice qualification
- Housing Policy or similar qualification

Requirements within the essential criteria of the Personal Requirements will be used for shortlisting purposes. However, all of the criteria will be considered in the process of making an appointment.

Terms and Conditions

Current Salary

Total salary is **£39,964.16** per annum.

Pension Plus

While working at United Welsh you are eligible to join our pension scheme. United Welsh partner with the **Social Housing Pension Scheme (SHPS)** to deliver our pension provision for employees.

The **Defined Contribution Scheme (DC)** matches employee contributions up to 10%. It is a salary sacrifice scheme, so deductions are taken before tax.

Leave

- **30** days plus Bank Holidays
- **Two** United Welsh Gifted Days - an additional two gifted days, usually to be taken during the office closure over the festive period.

Additional Benefits

- **30 days** annual leave and bank holidays
- An additional **two gifted days** to be taken over the seasonal period.
- A company culture that promotes **work life balance**
- **Flexible** working
- Opportunities to be involved in **'Can Do'** days, giving back to the communities where we work
- A half a day's leave under the **'School Starter Scheme'**
- Free **fruit, fresh filtered water, tea and coffee** within our offices
- **Cycle to Work** Scheme
- One year's **paid subscription to professional body** (one membership per year)
- **Free eye tests** at Specsavers and a contribution towards the cost of prescription glasses
- Access to our **internal coaching and wellbeing services** that are devoted to supporting professional and personal development
- Free and confidential access to a **24/7 Employee Assistance Wellbeing Hub**
- We are a member of the **Social Housing Pension Scheme**. There is an opportunity for employees to join The Defined Contribution Scheme and we match contributions up to 10%
- **Learning and Development opportunities**, with learning available in a range of formats to suit your needs
- As a testament to our approach and genuine commitment to learning, United Welsh holds the **Investors in People - Gold Award**
- We are committed to supporting applicants and staff with disabilities and hold the **Disability Confident Level 1 Award**
- We are committed to becoming a **menopause friendly employer**
- We are an Armed Forces friendly organisation and hold the **Armed Forces Covenant – Bronze Award**



How to apply

To apply, please send a copy of your **CV and cover letter** to jobs@unitedwelsh.com. In the cover letter, please outline why you believe you would be successful in this role based on your experience and on the essential/desirable criteria in the job description, in no more than 1,000 words.

In addition to your CV and cover letter, please also complete our online Equality, Diversity and Declaration of Interest form which can be found on our website [here](#). If you do complete all parts of this process, you will be at risk of your application not being progressed further.

Closes: Tuesday 16th July, 9am
Interview date: Monday 29th/Tuesday 30th July

We do reserve the right to close this role early if we receive a high volume of suitable applications.

Within your CV, please provide the names, positions, organisations and contact details for two referees, one of whom should be your current or most recent employer. We will not approach these referees prior to the shortlist stage, and we will seek your permission first. However, references will be sought as part of our pre-employment

checks for the successful candidate.

- We would be grateful if you could submit the Equality Diversity and Declaration of Interest form with your application. You can complete this form online. The information you provide will be used for monitoring purposes only and will be kept separate from your application
- Please ensure your CV and other documents are emailed as a Word or PDF file, as unfortunately, we are currently unable to accept applications in any other formats at the moment
- Requirements within the essential criteria of the Personal Requirements will be used for shortlisting purposes. However, all the criteria will be considered in the process of making an appointment.



www.unitedwelsh.com

