



Rent Officer

Applicant Information Pack



We build homes, create communities and transform lives

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



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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 **6,700 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.

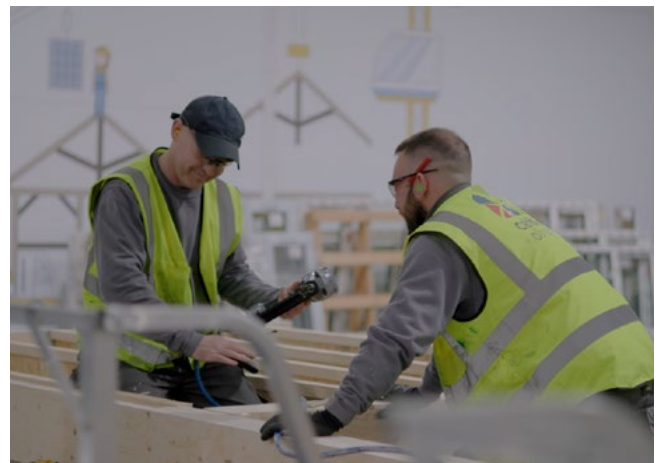
We have a new building programme that is worth around **£55m** each year and in the next five years, we intend to build **1,300 more homes**.

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 Group includes our repairs and maintenance service Celtic Horizons; timber frame home manufacturer Celtic Offsite and Harmoni Homes Ltd, which builds affordable homes and homes for sale.

With over **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

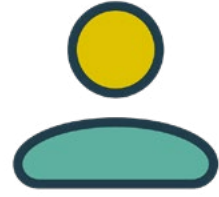
**Celtic
Offsite**

Timber frame
factory

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



Job Profile



Rent Officer

Reporting to
Rent Team Leader

Broad purpose of the post

We're looking for a Rent Officer to join our growing Income and Money Advice team.

You'll make sure our rental revenue is maximised by supporting residents to maintain their contracts successfully through efficient rent collection and arrears recovery processes. You'll work closely with our Money Advisors and Sustainability Officers to provide specialist support and advice where it is required.

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.

- 12 month fixed term
- Full time, 35 hours
- £36,844.08
- Closes Friday 6th September, 9am
- Interviews 13th/19th September

Key Accountabilities



- To proactively prevent arrears escalation by supporting both existing and new residents to meet the financial obligations of their contract. This will include working with residents to manage their household budgets; providing income maximisation advice and support, providing support with benefit applications, identifying financial risk and/or vulnerability and making onward referrals where appropriate, such as debt advice
- To proactively manage resident rent accounts following the relevant policies and procedures to ensure that the association's rental income is maximised and that relevant KPIs are achieved, ensuring the association's financial strength is maintained
- To proactively manage the early tenancy process, giving intensive support to residents identified as at risk, ensuring tenancy sustainability
- To promote a payment culture through all contact with residents and to promote the most effective payment method taking into account the individual circumstances
- To proactively identify and support residents at risk from the welfare reform agenda, and in particular to support residents with their Universal Credit claims
- To be responsible for preparing and issuing all relevant notices following agreed policies and procedures
- To negotiate payment arrangements based upon the resident's income and expenditure commitments and in line with agreed policies and procedures
- To take all necessary legal action in line with policies and procedures, and all legal and regulatory requirements; including service of notices, court applications and court hearings
- Working with external agencies, developing partnership approaches, signposting residents to relevant services and undertaking joint service provision or initiatives where appropriate to develop and improve local services
- To be a proactive member of the team, continually seeking to improve and develop your own skills and the performance of the team and operate within and comply with United Welsh policies, procedures and values at all times
- Have a "can do" attitude
- To attend liaison meetings with local authorities and other external agencies as required.
- To participate in any benefits take up campaigns or surgeries as required
- To liaise with the relevant benefits sections in local authorities and DWP regarding individual claims
- To adhere to safeguarding policies, ensuring any concerns are reported to the relevant agencies
- Promote digital inclusion to residents to ensure they can access all United Welsh services
- Any other duties required to ensure the team achieves expected quality standards and KPIs

Personal Requirements

Essential

- Experience of working in social housing or a related sector
- Experience of working with a variety of people from different backgrounds and with different need
- Experience of customer service, demonstrating good communication and interpersonal skills
- Demonstrable experience of developing and maintaining effective partnerships to deliver positive outcomes
- Competent using all Microsoft Office packages including Word and Excel
- Ability to operate housing management systems
- Ability to produce statistical reports and information
- Ability to present information in a variety of formats
- Up to date knowledge of housing legislation, housing policy, and court procedure
- Excellent numeracy skills
- Excellent written and oral communication skills, with the ability to communicate at all levels and in a variety of formats
- Able to build trusting relationships with customers but with ability to have difficult conversations
- 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 in order to achieve objectives
- Ability to remain calm whilst under pressure
- Ability to work flexibly in a challenging and changing environment
- Ability to deal calmly and effectively with unpredictable people and situations
- 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 and the ability to travel across the area

Desirable

- Experience of Income Management
- Experience using IBS Housing Management system
- 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 **£36,844.08** 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)
- Membership to our **SimplyHealth** healthcare plan
- **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 not complete all parts of this process, you will be at risk of your application not being progressed further.

Closes: Friday 6th September, 9am
Interview date: 13th/16th September

We 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.



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