



## Senior Neighbourhood Officer (Tenancy management)

### 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](https://unitedwelsh.com/contact)

 [tellmemore@unitedwelsh.com](mailto:tellmemore@unitedwelsh.com)

 0330 159 6080

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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 **6,300 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

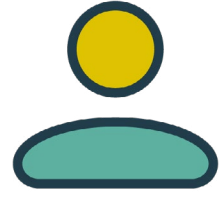
**Celtic  
Offsite**

Timber frame  
factory

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



# Job Profile



## Senior Neighbourhood Officer (Tenancy Management)

### Reporting to

Neighbourhood Manager

### Responsible for

Neighbourhood Officers (Tenancy Management), Neighbourhood Assistants

## Broad purpose of the post

To deliver exceptional services to our customers by inspiring your team and working collaboratively with other operational teams in the business.

You will lead a team of Neighbourhood Officers and Neighbourhood Assistants in pro-actively dealing with all aspects of tenancy and estate management. This includes managing services to ensure that environments are maintained to a high standard, supporting our customers to manage their occupation contracts appropriately, and to pro-actively remedy any breaches that occur.

You will work in partnership with internal departments at United Welsh and Celtic Horizons to ensure that the Associations' commitment to the delivery of excellent services is met, and that the highest standards of health and safety compliance are achieved.

- Permanent, full-time, 35 hours
- £39,964.16 per annum
- Closes Tuesday 20th August, 9am
- Interviews Thursday 5th/Monday 9th September

# Key Accountabilities



- To have a strong customer ethos with a good understanding of using strengths-based approaches/ restorative approaches and how they can be used within Housing.
- To have a good understanding of Housing Policy and Practice and of the tools and techniques available to tackle and resolve cases of ASB (Anti-Social Behaviour).
- To build trust, motivate, and inspire staff.
- To be motivated by making a difference to services and communities, as well as to be accountable and determined to get things done.
- To be confident to make decisions and able to build relationships.
- To be committed to personal development and growth.



# Personal Requirements

## Essential

- Experience of delivering an occupation contract management service or similar customer driven service
- Experience of working in social housing or a related sector, with up-to-date knowledge of housing legislation/policy
- Experience of developing new initiatives or ways of working
- Experience of working with a variety of people from different backgrounds and with different needs, communicating well at all levels and in a range of formats
- Committed to delivering exceptional customer service, taking a person-centred approach
- A track record of achieving change
- Competent using Microsoft Packages including Word and Excel
- Ability to present information in a variety of formats, using data to inform work and priorities
- Ability to identify and implement system improvements
- Ability to successfully deliver projects with strong project management skills
- Ability to plan and prioritise own workload to achieve objectives
- Ability to remain calm whilst under pressure, working flexibly in a challenging and changing environment
- Ability to make reasoned judgements and decisions with the ability to instil confidence in others

- An effective team-player, able to develop and maintain effective partnerships both internally and externally, and build quality relationships
- Ability to challenge the 'status quo', seek and deliver continuous improvement and service development
- Full driving license

## Desirable

- Experience of inspiring, leading and managing a team
- Experience of using coaching as a management skill
- Experience of managing a geographically dispersed team
- Understanding of strengths-based and restorative practices
- Experience of using housing management systems and databases, preferably IBS/open housing
- Experience of using Microsoft teams and SharePoint or similar
- Housing Policy or similar qualification
- Ability to speak Welsh
- Experience of having a flexible approach to working conditions.

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. Please note this role may require a DBS check. This will be conducted as part of the recruitment process for the successful applicant



# 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](mailto: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:** Tuesday 20th August, 9am  
**Interview date:** Thursday 5th/Monday 9th September

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](http://www.unitedwelsh.com)

