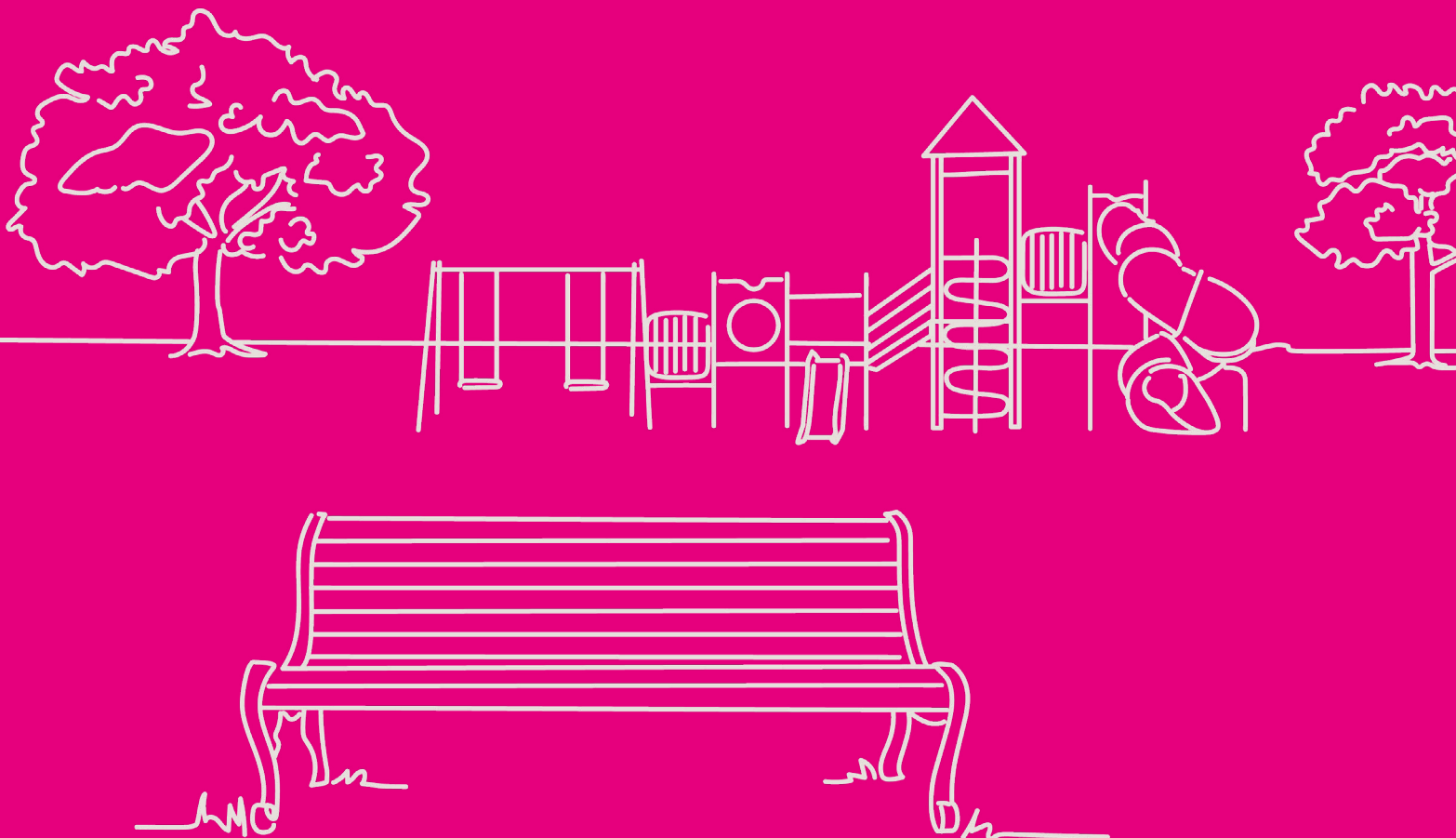




# Neighbourhood Safety Team Leader

## 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 **6,700 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.

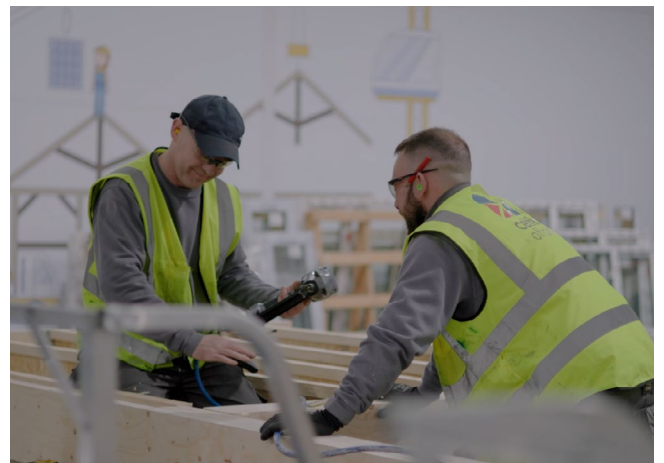
We have a new building programme that is worth around **£55m** each year and in the next five years, we intend to build **1,300 more homes**.

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

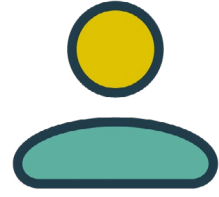
**Celtic  
Offsite**

Timber frame  
factory

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



# Job Profile



## Neighbourhood Safety Team Leader

**Reporting to**  
Neighbourhood Manager

### Broad purpose of the post

We are looking for an experienced, confident decision-maker to lead our Neighbourhood Safety Team.

As Team Leader you will maintain the high levels of satisfaction in our service delivery of ASB, prohibited conduct and property compliance.

You will also use your experience of managing complex ASB cases and your knowledge of property compliance processes to bring new ideas that will help keep the service moving forward.

- Permanent, full-time
- £39,964.16 per annum
- Closes Tuesday 1st October, 9am
- Interviews 4th October

# Key Accountabilities



- To lead the Neighbourhood Safety Team
- Offer advice and guidance to all teams who manage occupation contract management
- To ensure ASB, Property Compliance and Domestic Abuse Policy and procedures are up to date and lead on the processes within United Welsh
- Manage complaints in line with the Association's complaints policy.
- Work closely with the front-line service delivery teams
- Support the Neighbourhood Manager in service improvement and delivery
- Budget management
- To recognise that health and safety is the responsibility of every individual, to take reasonable care of yourself and others and to comply with United Welsh's Health and Safety policies and any service specific procedures/rules that apply to the role
- To promote equality as part of the role and to treat everyone with fairness and dignity
- All colleagues are expected to carry out their duties and responsibilities in regard to the Association's commitment to providing a customer focused service and commitment to continual improvement

## Further Responsibilities

We are all flexible in undertaking the duties and responsibilities attached to our job, and you may be asked to perform other duties which correspond to the general character of the job and the level of responsibility.

- All colleagues are expected to maintain personal and professional development to meet the changing demands of the job and participate in appropriate learning and development activities



# Personal Requirements

## Essential

- Knowledge and experience of managing legal processes and enforcing Occupation contracts
- Experience working in the social housing sector, developing its policies and practices in line with government legislation
- Experience in managing teams and processes that deliver the operational management of cases of anti-social behaviour, prohibited conduct and property compliance with up-to-date knowledge of legislation relating to all these areas
- Experience of attendance and advocacy in the County Court
- Experience and understanding of managing performance
- Experience of managing complaints and the ability to negotiate effectively
- Ability to operate as a supportive, strong and effective team leader with experience of managing a diverse team in a challenging environment
- Demonstrated ability to deal with conflict and remain calm when confronted with challenging behaviour
- Ability to manage own workload autonomously, coordinate and monitor your team whilst remaining accountable for your own actions
- Ability to think creatively and use initiative to analyse / problem solve and make reasoned adjustments and decisions
- Communication skills with an ability to actively listen, facilitate discussions and to encourage and motivate people
- Able to manage safeguarding issues and report concerns through appropriate channels
- 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 challenge the 'status quo,' seek and deliver continuous improvement and service development
- Experience of analysing data and compiling reports to Senior Management



# Personal Requirements

## Desirable

- Experience of budget management
- Knowledge and understanding of User Centred Service Design
- Understanding of operational plans, their development and implementation

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.

## SimplyHealth

While working at United Welsh you are eligible for enrolment in our SimplyHealth healthcare plan.

## 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](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 1st October  
**Interview date:** 4th October

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.



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

