



Customer Engagement Co-ordinator (Lettings)

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



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.

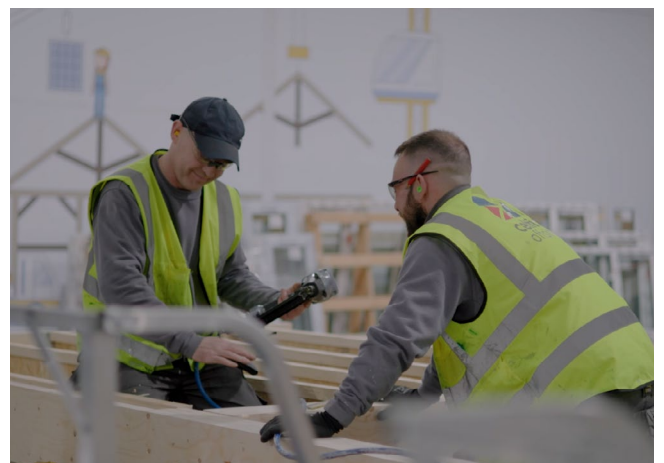
We have a new building programme that is worth around **£55m** each year and in the next five years, we intend to build **1,300 more homes**.

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

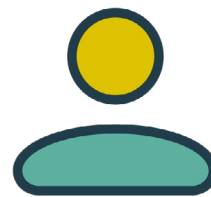
**Celtic
Horizons**
Asset
Management

**Celtic
Offsite**
Timber frame
factory

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



Job Profile



Customer Engagement Co-ordinator (Lettings)

Reporting to

Customer Engagement Team Leader

Broad purpose of the post

We are looking for a Customer Engagement Co-ordinator to join our busy team and assist us in managing the thousands of properties in our housing stock.

In this role, you will be responsible for the timely and appropriate letting of properties via the Local Authority Common Housing Registers to minimise the loss of rental income to United Welsh.

- Permanent, full time
- £26,500.07 per annum
- Closes Tuesday 1st October, 9am
- Interviews TBC

Key Accountabilities



- Build productive and co-operative relationships with colleagues, Support Providers, Local Authorities and other Registered Social Landlords to ensure that properties are allocated and let in a timely manner
- Co-ordinating the void and allocation processes and ensuring any relevant policies are complied with
- Liaise with the Neighbourhood teams, Repairs team and Development team to ensure that properties are ready to let, and are let quickly and within target timescales to the appropriate applicant
- Manage the process of shortlisting and arranging signings efficiently and effectively
- To provide an effective and responsive customer-focused service for all contacts to the Customer Engagement Team (e.g., telephone, person, e-mail), resolving queries where possible and providing relevant information at the first point of contact to ensure delivery of the departmental KPIs and provide the best possible outcome for the customer
- To work flexibly to support the smooth delivery of services within the Housing & Communities Team to ensure a positive experience for both internal and external customers and partners



Personal Requirements

Essential

- Demonstrate good written and oral communication skills, with the ability to communicate at all levels and in a variety of formats
- Competent using Microsoft Excel, Word, Teams, and Outlook
- Demonstrated ability of positively contributing to and being part of a busy team
- Remaining calm under pressure and maintaining high standards of professionalism and empathy
- Demonstrate commitment to delivering exceptional customer service with the ability to treat all customers and colleagues with high standards of respect and consideration
- Be able to adapt and work flexibly within a team, prioritising own workload to achieve objectives
- Be able to use initiative and make difficult decisions where necessary
- Be able to build positive and effective relationships, both with customers and external agencies, proactively managing customer perceptions and expectations

Desirable

- Experience of working in Social Housing or a related sector
- Knowledge of using the Common Housing Register for various local authorities.
- Familiar with IT packages such as Paperplace, DocuSign, Documotive etc.
- Ability to communicate in Welsh

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 **£26,500.07** 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. 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, 9am
Interview date: TBC

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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