



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



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



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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.

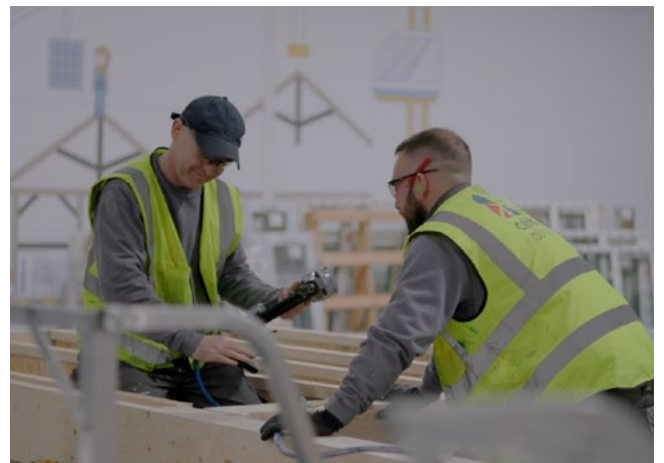
We have a new building programme that is worth around **£55m** each year and in the next five years, we intend to build **1,300 more homes**.

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

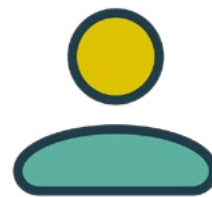
**Celtic  
Horizons**  
Asset  
Management

**Celtic  
Offsite**  
Timber frame  
factory

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



# Job Profile



## Neighbourhood Officer

### Reporting to

Senior Neighbourhood Officer

## Broad purpose of the post

Our Neighbourhood team is growing, and we're looking for a Neighbourhood Officer to join us.

As a Neighbourhood Officer, you will provide an efficient, responsive, visible and customer-focused neighbourhood and tenancy management service.

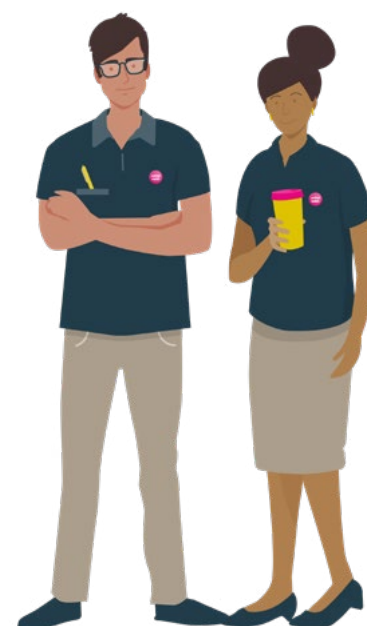
This will involve delivering our Neighbourhood plans, ensuring all occupation contracts and estates are professionally managed in accordance with relevant policies, procedures, legal and regulatory requirements to create vibrant, sustainable communities where people want to live and work.

- Permanent
- Full time, 35 hours
- £36,844.08 per annum
- Closes Tuesday 19th November, 9am
- Interviews w/c 25th November

# Key Accountabilities



- To pro-actively deal with all aspects of occupation contracts and estate management; managing services to ensure the environment is maintained to a high standard, and supporting our customers to manage their occupation contracts appropriately and to remedy any breaches of contracts if these occur
- To ensure that new residents are appropriately supported throughout the crucial early stages of their contracts and to take pro-active action where appropriate
- Through the delivery of neighbourhood plans, to take a leading role in the wider engagement of communities and be a key catalyst for positive change in our neighbourhoods; identifying and implementing community initiatives and leading on activities aimed at improving overall neighbourhood sustainability and the quality of our residents' lives
- Have a visible presence and be recognisable to our customer, displaying a "can do" attitude at all times
- To involve our customers in all aspects of the neighbourhood service to ensure their voice is heard and their views are positively received
- To work with and influence external agencies at a neighbourhood level; developing partnership approaches, signposting residents to relevant services and undertaking joint service provision or initiatives where appropriate in order to develop and improve local services
- To be a proactive member of the team and work with colleagues across the business to support community engagement activity, continually seeking to improve and develop own skills and the performance of the team and operate within and comply with United Welsh policies, procedures, and values at all times
- Develop and maintain excellent relationships with teams across the association to enable partnership working
- To support Neighbourhood Assistants





# 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 needs
- Experience of managing complex cases with effective outcomes
- Up to date knowledge of housing legislation and housing policy
- Competent using all Microsoft Office packages including Word and Excel
- Ability to produce statistical reports and information in a variety of formats.
- Excellent written, oral and numeracy skills
- 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, whilst remaining calm under pressure
- Ability to work flexibly in a challenging and changing environment, dealing with unpredictable people and situations calmly and effectively

- Confident self-starter, pro-active, able to work independently and make reasoned judgements and decisions
- 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

## Desirable

- Experience using IBS Housing Management system
- Housing Policy or similar qualification
- Educated to degree level
- Experience of working restoratively with customers

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.

## SimplyHealth

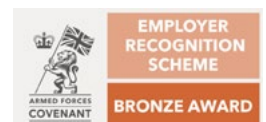
While working at United Welsh you are eligible for enrolment in our SimplyHealth healthcare plan.

## 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 19th November, 9am  
**Interview date:** w/c 25th November

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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