



# Applicant Information Pack

## Rent Officer



# 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.



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[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 **6,300 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

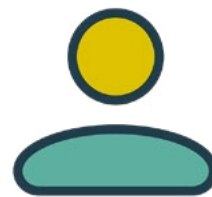
**Celtic  
Offsite**

Timber Frame  
Factory

The Celtic Horizons Asset Management service for United Welsh is delivered in partnership with Mears Ltd



# Job Profile



## Rent Officer

**Reporting to**  
Rent Team Leader

### Broad purpose of the post

To provide an efficient and customer-focused income collection and arrears recovery service, ensuring that the association's income is maximised, and that bad debt is minimised. This role will involve providing advice, guidance and support to residents in order to maximise residents' financial resilience and support tenancy sustainability.

You'll work closely with our Money Advisors, Sustainability Officers and the relevant external agencies to provide specialist support and advice when required.

# Key Accountabilities



- To prevent arrears escalation by supporting new and existing residents to meet the financial obligations of their contract. This will include working with residents to manage their household budgets, providing financial 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 manage residents' rent accounts in accordance with the relevant policies and procedures, ensuring that the association's rental income is maximised
- To manage the early tenancy process, giving intensive support to residents identified as at risk, ensuring tenancy sustainability
- To promote the most effective payment method to residents, taking into account the individual circumstances
- To identify and support residents at risk from the welfare reform agenda, and support residents with their Universal Credit claims
- To be responsible for preparing and issuing all relevant notices in accordance with agreed policies and procedures
- To negotiate payment arrangements based on the resident's income and expenditure commitments and in line with agreed policies and procedures
- To take all necessary legal action in line with the association's policy and procedure and all legal and regulatory requirements, including service of notices, court applications and court hearings
- To work in partnership with external agencies, signposting residents to relevant services and undertaking a partnership approach where appropriate to develop and improve local services
- To be a proactive member of the team, continually seeking to improve and develop your skills and the performance of the team whilst complying to company policies and procedures
- Display a 'can do' attitude at all times
- To attend liaison meetings with local authorities and other external agencies as required
- To take part in any benefits take-up campaigns or surgeries as required
- To liaise with the relevant benefits departments in local authorities and DWP regarding individual claims
- To adhere to safeguarding policies, ensuring any concerns are reported to the relevant people
- Promote digital inclusion to residents to make sure they are able to 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 needs
- 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 and policy
- Up to date knowledge of court procedures
- 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 residents but with ability to have difficult conversations
- Commitment to the delivery of exceptional customer service and the ability to treat all residents 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, seeking and delivering continuous improvement and service development
- Full clean driving license
- Ability to travel across the area

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.

## Desirable

- Experience of Income Management
- Experience using IBS Housing Management system
- Housing Policy or similar qualification



# Terms and Conditions

## Current Salary

Total salary is **£33,018.85** 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 an Armed Forces friendly organisation and hold the **Armed Forces Covenant – Bronze Award**



# How to apply

We believe that diversity of experience, perspectives and backgrounds makes United Welsh a better place to work and creates better outcomes for our communities. We don't just see work as something you do; it's somewhere you can belong and reach your potential.

To apply, please send a **copy of your CV, a cover letter** and the **Equality, Diversity and Declaration of Interest form** to [jobs@unitedwelsh.com](mailto:jobs@unitedwelsh.com) by 5pm, 31st March 2023. Alternatively, you can deliver them to: **FAO The People Team, United Welsh, Y Borth, 13 Beddau Way, Caerphilly, CF83 3AU.**

**In your cover letter, please answer the following questions:**

1. How do you meet the essential and desirable criteria listed in the job description? *Max 500 words*
2. United Welsh have a number of values we work to, which you can see here. Please give an example of how you meet one of these values. *Max 250 words*



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. The information you provide will be used for monitoring purposes only and will be kept separate from your application.
- Where possible, please remove personal details from your CV (excluding your National Insurance number) as we will have all the personal information we need from the Equality, Diversity and Declaration of Interest form.
- If you are applying by email, please ensure your CV and other documents are sent as a Word or PDF file, as unfortunately, we are currently unable to accept applications in any other formats at the moment



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