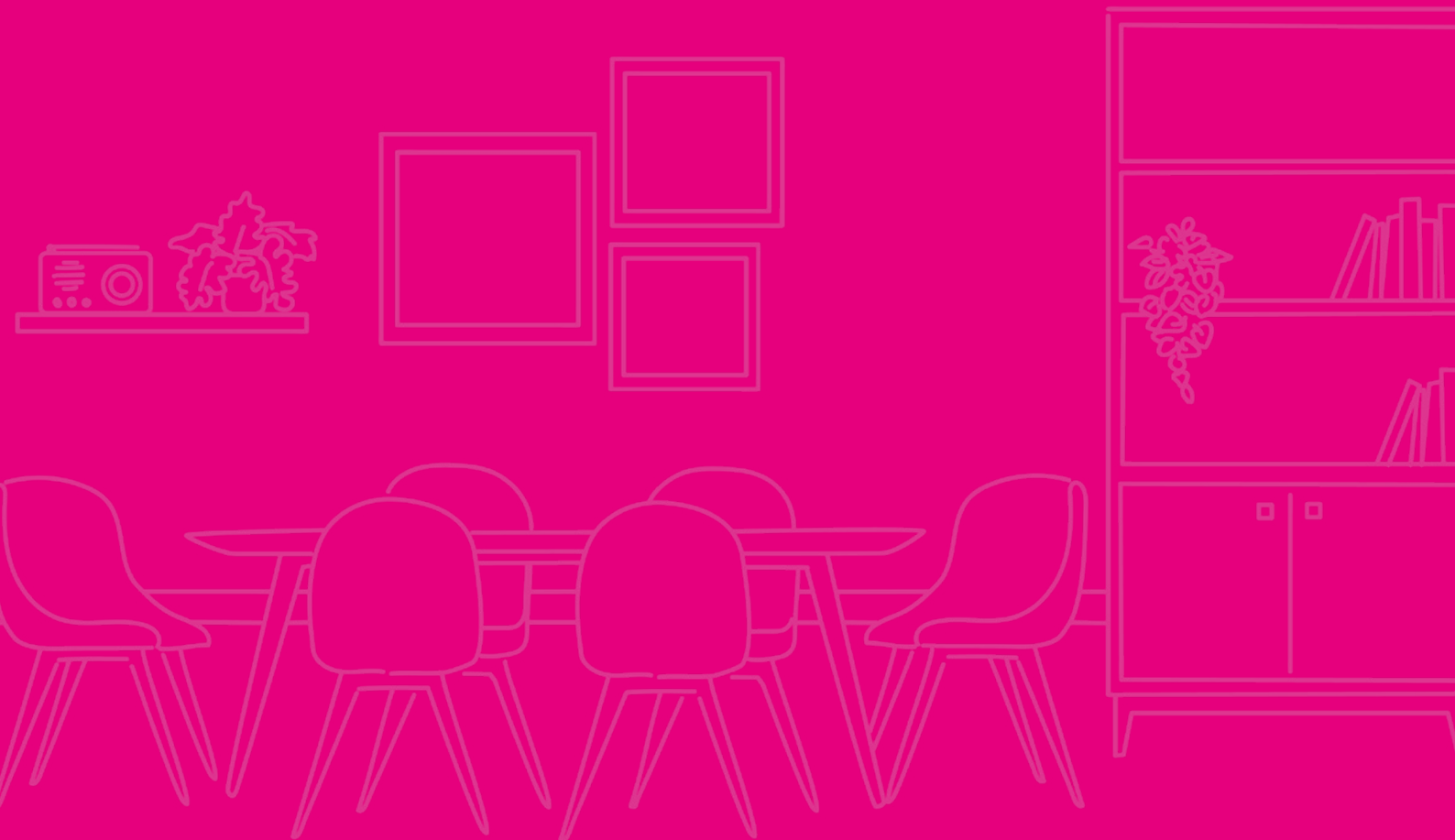


# Applicant Information Pack

## Customer Engagement Coordinator (Lettings)



# 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

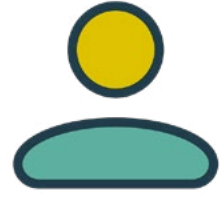
**Celtic  
Offsite**

Timber Frame  
Factory

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



# Job Profile



## Customer Engagement Coordinator (Lettings)

### Reporting to

Customer Engagement Team Leader

### Broad purpose of the post

We are looking for someone to join our award-winning Customer Engagement Team as a Lettings Coordinator.

You'll be responsible for letting properties through the local authority Common Housing Register, ensuring homes are allocated in a timely manner.

We're looking for someone with excellent communication skills, exceptional customer service and the ability to adapt and work flexibly.

**This post is a temporary six-month contract.**

# Key Accountabilities



- Build productive and co-operative relationships with colleagues, support providers, local authorities and other RSLs 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 Neighbourhood, Repairs and Development teams 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 co-ordinating the efficient and effective letting process, keeping the resident at the heart of what we do.
- To provide a customer-focused service, resolving queries and providing relevant information at the first point of contact
- To work flexibly to support the smooth delivery of services to the highest possible standard, ensuring a positive experience for both residents and partners.
- Work proactively to accurately capture and record resident data, providing feedback to facilitate continuous improvement in the delivery of our services.

# Personal Requirements

## Essential

- Demonstrate capable 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.
- Demonstrate an ability of positively contributing to and being part of a busy team, remaining calm under pressure and maintaining high standards of professionalism and empathy.
- Can show commitment to delivering exceptional customer service with 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.
- Confident in building 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.
- Ability to communicate in Welsh.
- Competent using Capita OpenHousing as a housing management system.
- Familiar with IT packages such as Office 365 and DocuSign.
- Have knowledge of using the Common Housing Register.

**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 **£25,238.16** 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 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** and any **additional supporting documents** to [jobs@unitedwelsh.com](mailto:jobs@unitedwelsh.com) by **5pm, 16th May 2023**. Alternatively, you can deliver them to: **FAO The People Team, United Welsh, Y Borth, 13 Beddau Way, Caerphilly, CF83 3AU**.

For more information on the role, please email [rebecca.chapman@unitedwelsh.com](mailto:rebecca.chapman@unitedwelsh.com).

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.



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

