

Applicant Information Pack

3 x Neighbourhood Assistants



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



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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

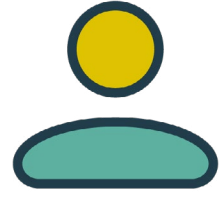
**Celtic
Offsite**

Timber Frame
Factory

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



Job Profile



Neighbourhood Assistant

Reporting to

The Senior Neighbourhood Officer and Neighbourhood Safety Team Leader within the Neighbourhood team. Neighbourhood Officers will also be responsible for providing you with guidance and mentoring.

Broad purpose of the post

This is a pivotal role in continuing our high standards of delivery of a Neighbourhood Management service. This role involves building and maintaining close working relationships with a number of key in-house and external teams and services, including; repairs and maintenance, Income and recovery, Social and emergency services.

You'll work closely with a team of Neighbourhood Officers to continue the excellent service we provide to our residents, and ensure that our legal and regulatory requirements are met, upholding United Welsh policies and procedures at all times.

Key Accountabilities



- To collaborate with the team and manage tasks assigned by Officers.
- To take initiative and independently seek tasks from colleagues and Officer work queues.
- Monitor, manage and triage Landlord's Consent requests alongside counterpart Neighbourhood Assistants and organise cover together in periods of planned leave.
- Communicate with your assigned Officers and your counterpart Neighbourhood Assistants, when you are planning to book leave to ensure that one Neighbourhood Assistant is always in work.
- Take responsibility for in-person and remote sign ups and transfers of tenancy, as required.
- Take responsibility with the other Neighbourhood Assistants to manage our Compliance list in cooperation with Celtic Horizons. Currently, this includes our gas, electric, heat pump, and legionella servicing.
- To investigate and manage low-grade anti-social behaviour cases and adhere to the United Welsh's anti-social behaviour policies, procedures, and all relevant legislation.
- Manage consultation with residents from start to finish, analysing data and producing evidence-based reports with recommendations.
- Visit residents on a regular, targeted, and proactive basis, ensuring contractual obligations are met.
- Carry out joint visits with colleagues as required.
- Ensure that residents are supported through the crucial early and end stages of their tenure with United Welsh.
- Support the Neighbourhood Officers by providing direct support work to residents so that they sustain a healthy tenancy. This can include, for example, frequent support visits to assist residents experiencing hoarding disorder, substance issues, learning needs, and anti-social behaviour.
- Support the Neighbourhood Officer with completing relevant paperwork and letters for court and attend where appropriate.
- Give advice and guidance on relevant United Welsh housing contracts and signpost to other agencies when appropriate.
- Support the Neighbourhood Officers to be compliant with Fire Risk Assessment tasks.
- Support the delivery and distribution of any correspondence, so the team can respond quickly and effectively to our residents.

- Support the Neighbourhood Officers by coordinating, monitoring, and actioning estate action plans including attending monthly and quarterly Estate Inspections.
- Be proactive and make referrals for residents to effectively access services, which can include but are not limited to Supporting People, Social Services, Community Mental Health Teams and any other relevant agencies.
- Develop and maintain appropriate administrative systems that support you to organise and prioritise the needs of the business efficiently.
- Assist with the delivery of relevant project work as and when required.
- Take pride in what you do and work collaboratively to provide a kind and professional experience at the point of contact to our residents, colleagues and stakeholders.
- Assist the Neighbourhood Team with any ad-hoc requests.
- Occasionally, there will be a requirement for some short evening or weekend work. An example of this would be to facilitate the annual Compliance access.
- Any other related duties.



Personal Requirements

Essential

- Experience working in social housing or a related sector.
- Experience working with a variety of people from different backgrounds and with different needs.
- Confident self-starter, proactive, and able to work independently.
- Flexible attitude, being responsive to meet the needs of the team and the business.
- Sound numeracy skills.
- Full driving licence and access to transport for business purposes.
- Competent using Microsoft Office packages.
- Ability to take accurate notes, write own correspondence and produce clear and concise reports.
- Ability to present information in a variety of formats.
- Demonstrate communication skills that are suitable to the audience needs.
- Can deliver commitment to the delivery of exceptional customer service and to treat all customers with equally high standards of respect, dignity and compassion.
- Ability to remain calm and work flexibly in a challenging and changing environment.
- Ability to make reasoned judgements and decisions.
- Ability to meet objectives through excellent prioritisation, organisation and time management skills.
- Contributes and collaborates positively to team development and being able to professionally challenge when appropriate.

Desirable

- Experience in Housing Management.
- Ability to confidently communicate in Welsh- written, conversational, and reading.
- Experience using IBS Housing Management system.
- Ability to produce statistical reports and information
- Industry recognised Housing qualification.
- Current knowledge of housing legislation and housing policy.
- Experience of Restorative Practice.
- Experience of Trauma Informed Practice.

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 **£29,662** 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 by **5pm, 25th May 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 provide a supporting statement outlining:

1. Why do you feel you would be suitable for the role? *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.
- 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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