

Customer Engagement Coordinator

Applicant Information Pack



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



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About Us

The United Welsh Group 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.

United Welsh provides almost **6,500 affordable homes** for people to enjoy a warm, safe place to live, with support from us.

We work hard to make a difference and step up when our communities need us. Providing homes is just the start.

We help people to live **happily and independently**, and we are ambitious about how we can help people to live their best lives.

We work with a range of partners including local and national government, the NHS and community organisations to improve wellbeing, tackle poverty, invest in greener communities, and challenge inequality at every turn.

The United Welsh Group employs over **400** people. 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.

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

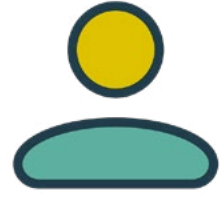
**Celtic
Horizons**
Asset
Management

**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 - Customer Services

Reporting to

Customer Engagement Team Leader

Broad purpose of the post

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

You will be an adaptive, knowledgeable, committed and friendly first point of contact for our residents through a variety of communication methods.

The team will work together to resolve issues in the first instance, and refer or support our residents and stakeholders where further specialised help is required.

This is a 12 month fixed-term contract.

Key Accountabilities



- To provide an effective and responsive customer-focused service for all contacts to United Welsh by telephone, face to face, text, email and other digital channels such as social media. Where possible, you will resolve queries and provide relevant information at the first point of contact to provide the best possible outcome for the customer and ensure delivery of the departmental KPIs.
- You will also have great interpersonal skills and be able to work the reception at our head office, processing documentation, carrying out postal duties and welcoming our customers.
- To record, assist and action customer feedback through compliments and complaints, and to assist in using the knowledge gained from those complaints to improve our service delivery.
- To work flexibly to support the smooth delivery of services within the Housing and Communities Team to the highest possible standard, ensuring a positive experience for both internal and external customers and partners.
- To assist United Welsh in meeting their financial targets to ensure that the association can make the most of its financial strength, e.g. ensuring that rent queries and direct debit mandates are correctly and professionally handled.
- Work proactively to accurately capture and record customer data, providing feedback to facilitate continuous improvement in the delivery of our services.
- Build productive and cooperative relationships with our partners, including Celtic Horizons, managing agents and support providers, to ensure that customer journey time is minimised and where appropriate, queries are resolved at first point of contact.
- To develop and maintain an understanding of roles and responsibilities across United Welsh, working in partnership to enable the delivery of a streamlined and effective customer journey for all customers and partners.
- To provide reception and front-line services to all visitors at United Welsh, offering a professional, courteous and efficient customer experience.

Personal Requirements

Essential

- Experience in working in a customer service environment.
- Can contribute to and work as part of a busy team while maintaining high standards of professionalism, empathy and kindness.
- Competent using Microsoft Excel, Word, Outlook and email.
- Able to communicate clearly and concisely both verbally and in written formats.
- You will have great interpersonal skills and be able to work the reception at our head office processing documentation, carrying out postal duties and welcoming our customers.
- Intuitive with the ability to make difficult decisions where necessary.
- Can adapt and work flexibly within a team to ensure priorities are met.
- Remain calm working under pressure.
- Able to build positive relationships with customers.
- Proactively manage customers perceptions and expectations, educating where necessary.
- Able to communicate professionally with external agencies to build positive and effective working relationships.

Desirable

- Experience of working within the Social Housing Sector is desirable, though not essential as full training will be provided.
- Has experience of customer service through corporate social media channels.
- Competent using Capita OpenHousing as a housing management system.
- Familiar with Microsoft Teams.
- Familiar with other forms of digital communication such as Facebook and Twitter.
- Familiar with IS databases.
- 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.

Please note this role requires a DBS check. This will be conducted as part of the recruitment process for the successful applicant.

Terms and Conditions

Current Salary

Total salary is **£25,238.16**. This is a 12 month fixed-term contract.

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 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, a cover letter and the Equality, Diversity and Declaration of Interest form** 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 500 words. **If you do not send a cover letter and the EDI form along with your CV, you will be at risk of your application not being progressed further.**

Closing date: Monday 30th October, 5pm

Interview dates: Tuesday 7th November/Wednesday 8th November 2023

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
- 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.

Please send any applications to jobs@unitedwelsh.com or deliver them to:
FAO The People Team, United Welsh, Y Borth, 13 Beddau Way, Caerphilly, CF83 3AU. Our main office is open between 9am and 5pm, Monday to Friday.



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