

Neighbourhood Compliance Coach

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



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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

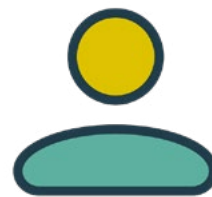
**Celtic
Horizons**
Asset
Management

**Celtic
Offsite**
Timber Frame
Factory

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



Job Profile



Neighbourhood Compliance Coach

Reporting to

Neighbourhood Safety Team Leader

Regular contacts

Neighbourhood Safety team, Neighbourhood team, Customer Engagement team, Customer Involvement team, Celtic Horizons

Broad purpose of the post

We are looking for a Neighbourhood Compliance Coach to join our growing Neighbourhood Safety team.

This role will involve supporting residents to have successful occupation contracts and working with partner agencies to develop sustainable communities. You will work on building residents' personal resilience so that they can live safely in their homes.

This is a dynamic role, working with residents who have barriers to engaging with our services. You will work within the tenancy management function on case managing and developing housing plans so that residents can uphold the terms of their contract and live fulfilled lives.

Key Accountabilities



- Actively provide advice, guidance, and assistance as part of a resident's personal plan to ensure they access timely support and services from relevant partners such as health, social, housing, and voluntary sector agencies.
- To work in a manner that promotes and acknowledges a person's strength and empowers individuals to direct plan their journey.
- Support and manage anti-social behaviour cases and adhere to United Welsh's anti-social behaviour policies, procedures, and relevant legislation.
- Ability to promote early interventions to enable residents to meet the requirements and obligations of their occupation contracts.
- Carry out joint visits where required.
- Give advice and guidance on relevant United Welsh contracts and signpost to external agencies where appropriate.
- Develop and maintain appropriate administrative systems that support you to organise and prioritise the needs of the business effectively.
- To be a key contributor to the United Welsh compliance agenda, co-operating and working alongside colleagues and stakeholders to keep our contract holders and communities safe.
- Assist the Neighbourhood team with any ad-hoc requests.
- Provide constructive feedback on behavioural change.
- Plan exit strategies with residents, ensuring they are appropriately supported once project objectives are met and sustained behaviour change is identified.
- Celebrate achievement with residents and acknowledge their individual journey and milestones.
- Organise and manage a schedule of former engaged residents, conducting welfare calls at agreed intervals up until three months post exit from interventions.

Personal Requirements

Essential

- Knowledge and understanding of the social housing sector.
- Demonstrated experience of working within a customer-centered team.
- Ability to operate as a supportive and effective team member.
- Demonstrated experience of working with a variety of people from diverse backgrounds.
- Demonstrated experience of developing and maintaining effective partnerships to deliver positive outcomes.
- Proven experience of working in social housing or a related sector.
- Demonstrated communication skills with an ability to actively listen, facilitate discussions and to encourage, inspire and motivate people.
- Demonstrated ability to think creatively and use initiative to analyse, problem solve and make appropriate decisions, tailored to meet diverse customer needs.
- Proven ability of coaching residents to manage their own affairs and implementing varied and tailored approaches to enhance and develop independent living skills. Coaching can be inclusive of financial issues, household management, health, welfare, relationships, communication, and safety.

- Able to identify safeguarding issues and report concerns through appropriate channels.
- Proven ability as a team player, working with contract holders with, other teams, departments, and partner agencies to achieve shared objectives whilst maintaining a professional and customer-focused approach to work.
- Good judgement and decision-making skills with the proven ability to assess and analyse risk and when support may be necessary.
- A full UK driving licence with business insurance and/or access to public transport.

Desirable

- Knowledge and understanding of best practice in customer involvement in social housing.
- Knowledge and understanding of User Centred Service Design.
- Experience of working to an outcome framework.
- Demonstrated ability to deal with conflict and challenging behaviour.
- Examples of being able to manage own workload autonomously whilst coordinating with wider teams across the organisation.

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 **£31,508.74**.

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: Tuesday 14th November, 9am

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.



www.unitedwelsh.com

