

Property Safety and Standards Manager

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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Contents

- 1 About Us
- 3 Job Profile
- 4 Key Accountabilities
- 5 Personal Requirements
- 6 Terms and Conditions
- 7 Additional Benefits
- 8 How to apply



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

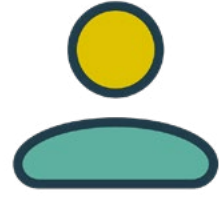
**Celtic
Horizons**
Asset
Management

**Celtic
Offsite**
Timber Frame
Factory

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



Job Profile



Property Safety and Standards Manager

Reporting to

Head of Strategic Asset Management and Sustainability

Regular contacts

Neighbourhood team, Customer Engagement team, Celtic Horizons

Broad purpose of the post

We are looking for a Property Safety and Standards Manager to join our growing Strategic Asset Management team. The Asset Management team is responsible for United Welsh's property portfolio, ensuring that we invest efficiently and effectively in improving and maintaining our housing assets and commissioning and monitoring our contracting partners who deliver around £20m of works each year.

This role will be responsible for ensuring that we maintain compliance with all building safety requirements for our homes and that they are safe and healthy places to live.

This is a busy and dynamic role working with colleagues across the business, external stakeholders and customers.

Key Accountabilities



- Act as United Welsh's subject matter expert in relation to building safety compliance and property standards, include gas servicing, electrical inspection, fire risk assessment, water hygiene, lift safety, asbestos management, and fitness for human habitation
- Be a strong, consistent, and effective client manager for the range of building safety compliance services delivered by our asset management service provider Celtic Horizons, ensuring those services are delivered effectively and in accordance with regulatory requirements, managing and challenging performance in a constructive way
- Lead on ensuring that our dwellings meet requirements of the Welsh Fitness for Human Habitation Regulations and that where defects are identified, prompt action is taken by Celtic Horizons or other contractors to remedy those defects in a customer-focused way
- Lead on the case management of housing disrepair claims, acting as the instructing officer and principle point of contact with our legal representatives and negotiating appropriate settlements where appropriate
- Be responsible for evaluating resident requests for consent to make alterations to their property and ensuring that where you approve these requests, works are completed in a way which maintains the property to acceptable standards
- Provide regular performance reports and develop and maintain systems, records and processes for monitoring compliance and operational performance and escalating risks and issues promptly
- Participate in maintaining and regularly reviewing policies, procedures, and processes to deliver cost effective services and address key areas of risk.



Personal Requirements

Essential

- Contract management experience including experience of building and maintaining relationships with contractors and stakeholders to continually improve a service
- Experience of managing contracts that include a requirement to meet statutory compliance
- A good understanding of the relevant statutory and regulatory requirements applicable to this role
- Ability to capture, analyse and interpret data and use that to make sound operational business decisions
- Ability to analyse potentially complex and difficult situations and recommend appropriate, practical, and responsive solutions in a sensitive manner.

Desirable

- Experience of working for or with a social housing provider in a similar capacity
- Technical knowledge of mechanical and electrical systems within dwellings
- Understanding of the Pre-action Protocol for Housing Disrepair
- A broad understanding of Welsh Government social housing policy initiatives and legislation.

The Essential Criteria stated within the Personal Requirements will be used for shortlisting purposes. However, all criteria will be considered in the process of making an appointment.

This role may require a DBS check. This will be conducted as part of the recruitment process for the successful candidate.

Terms and Conditions

Current Salary

Total salary is **£45,262**.

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 28th 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 2AX. Our main office is open between 9am and 5pm, Monday to Friday.



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