

# Technology Support Analyst

## 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](https://unitedwelsh.com/contact)



[tellmemore@unitedwelsh.com](mailto:tellmemore@unitedwelsh.com)



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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 **6,700 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.

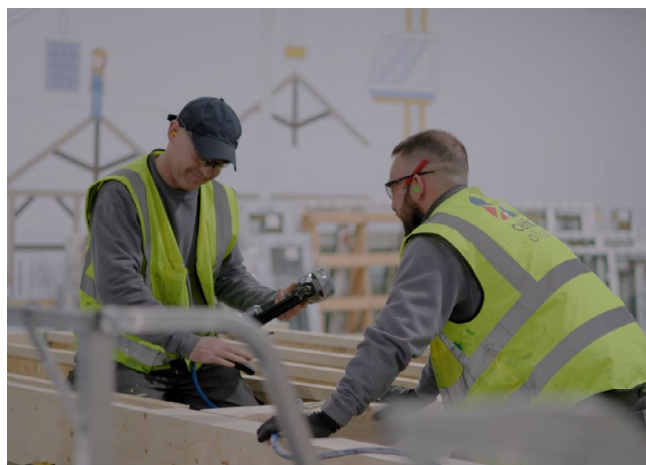
We have a new building programme that is worth around **£55m** each year and in the next five years, we intend to build **1,300 more homes**.

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 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.

With over **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

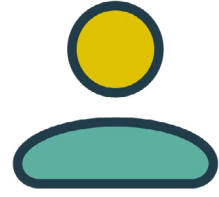
**Celtic  
Horizons**  
Asset  
Management

**Celtic  
Offsite**  
Timber frame  
factory

The Celtic  
Horizons asset  
management  
service for  
United Welsh  
is delivered in  
partnership with  
Mears Ltd



# Job Profile



## Technology Support Analyst

### Reporting to

Head of Technology and Application Support

## Broad purpose of the post

We have an exciting opportunity to join our growing Technology and Business Transformation team as a Technology Support Analyst.

You will be the first-line of support for helpdesk tickets, maintaining the equipment register and issuing equipment to staff.

You will also manage third-party contracts with suppliers of field equipment installed in properties, such as CCTV, WiFi, alarms and door entry systems.

- Permanent
- Full-time, 35 hours
- £29,101.75 per annum
- Closes Friday 28th March
- Interviews Monday 7th April

# Key Accountabilities



## Helpdesk contact

- Be the first point of contact, assess the request and if within your capability, deal with the request. Where outside of your capability, assign the request to the most appropriate staff member, communicating with the user to provide excellent customer service.

## Technology asset register

- To manage the Asset Register of technology within the business. All new assets to be registered fully and assets that are disposed of duly recorded. Undertake audits as required to ensure that the Asset Register is accurate.

## Field equipment

- All equipment in our properties will have a maintenance contract, recorded in the asset register. If one fails, you will be the point of contact for the business to report to, then manage the onward request to the supplier to fix the fault. Keep the user fully informed of the progress and make sure that the supplier delivers in accordance with the service level agreement of the contract.





# Personal Requirements

## Essential

- Demonstrated evidence of excellent customer service in a fast-paced environment.
- Proven ability to work independently as well as part of a team
- Demonstrated evidence of attention to detail
- Proven ability to communicate clearly at all levels, managing expectations accordingly.
- Demonstrated evidence of ability to organise workload, enabling you to prioritise workflow via a helpdesk system
- Enthusiasm to learn new skills and adapt well in uncertain situations
- Previous experience within a helpdesk support role
- Demonstrated evidence of understanding Microsoft 365 software
- A full driving license and/or access to transport, as regular travelling to properties across the business will be required

## Desirable

- Familiarity with use of computer hardware
- Demonstrated understanding of door entry systems
- Demonstrated understanding of WiFi and CCTV systems
- Proven interest in information technology



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, 101.75** 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.

## SimplyHealth

While working at United Welsh you are eligible for enrolment in our SimplyHealth healthcare plan.

## 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)
- Membership to our **SimplyHealth** healthcare plan
- **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
- 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 and cover letter** to [jobs@](mailto:jobs@). 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 1,000 words.

In addition to your CV and cover letter, please also complete our online Equality, Diversity and Declaration of Interest form which can be found on our website [here](#). If you do not complete all parts of this process, you will be at risk of your application not being progressed further.

**Closes:** Friday 28th March  
**Interview date:** 7th April

We reserve the right to close this role early if we receive a high volume of suitable applications.

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. You can complete this form online. 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.



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

