

Money Advice Assistant (Maternity Cover)

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



0330 159 6080

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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.

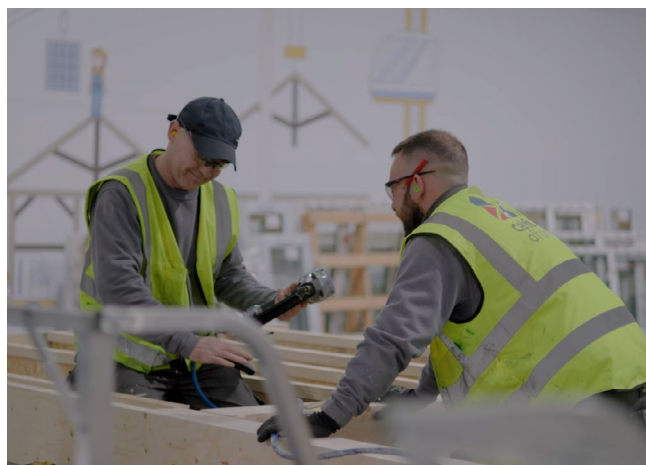
We have a new building programme that is worth around **£55m** each year and in the next five years, we intend to build **1,300 more homes**.

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.



Group structure

United Welsh

**Celtic Horizons
Ltd**

**Harmoni
Homes Ltd**

Developing homes for
United Welsh

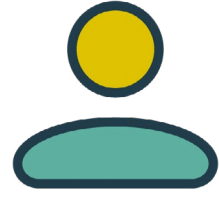
**Celtic
Horizons**
Asset
Management

**Celtic
Offsite**
Timber frame
factory

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



Job Profile



Money Advice Assistant (Maternity Cover)

Reporting to
Money Advice Team Leader

Broad purpose of the post

We are looking for someone to join our Income and Money Advice team as a Money Advice Assistant.

You'll be the first point of contact for residents in financial difficulty, supporting them with things like budgeting, prioritising debt and helping to understand their benefits situation.

This is a role where you can truly make a difference in the lives of people in our communities. If you're enthusiastic, non-judgemental and an excellent problem solver, we'd love to hear from you.

- Temporary, 12-month contract
- Full time, 35 hours
- £31,923 per annum
- Closes Thursday 29th May, 9am
- Interviews 5th/6th June

Key Accountabilities



- To triage referrals that come in to ascertain urgency, providing positive outcomes for people
- To administer the early stages of the money advice process in accordance with relevant policies and procedures
- To follow up on emergency referrals to maximise income, minimise expenditure to make sure those residents do not face those crisis situations again
- To gather feedback on the service provided to ensure we are providing what our residents need from us.
- Work proactively to accurately capture and record customer data



Personal Requirements

Essential

- Experience with the welfare benefits system and the support available for people struggling financially, assisting them to apply where appropriate
- An understanding of Universal Credit and how managed migration will affect our residents
- Ability to work in a fast-paced environment, working flexibly within a team to ensure priorities are met
- Competent in Microsoft Office packages
- Communication skills which can convey information clearly and confidently, whether by telephone, face-to-face, or written enquiries and action as needed
- Demonstrates a thorough understanding of equality, diversity, and inclusion through specific actions and initiatives
- Prioritises customer satisfaction by consistently meeting or exceeding customer needs and expectations
- Effectively manages customer expectations by proactively communicating and educating customers, resulting in measurable improvements in customer satisfaction
- Builds and maintains effective networks both internally and externally, leading to quantifiable positive outcomes for stakeholders
- A full driving license and access to a vehicle for work purposes

Desirable

- Familiar with IT databases including Open Housing
- Experience of using a case management system
- 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.

A DBS is required for this role.

Terms and Conditions

Current Salary

Total salary is **£31,923** 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

Right to work in the UK

We welcome applications from individuals who already have the right to work in the UK, as unfortunately, we are unable to offer visa sponsorship at this time.

Any job offer will be dependent on receiving appropriate documentation to confirm your eligibility to work in the UK, as part of our commitment to compliance and fairness.



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 are a **Disability Confident Employer**
- 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 CV and cover letter to jobs@unitedwelsh.com. Your cover letter must address each of the essential and desirable criteria, detailing your knowledge and experience in relation to each one, 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: Thursday 29th May, 9am
Interview date: 5th/6th June

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.

Your privacy is important to us. To learn more about how your personal information is processed when applying for a job with us, you can find our Privacy Notices [here](#).

