

Rent Officer

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

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.

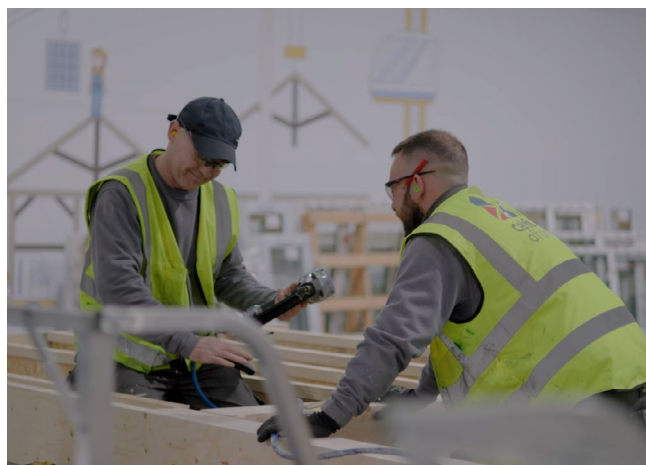
We have a new building programme that is worth around **£55m** each year and in the next five years, we intend to build **1,300 more homes**.

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

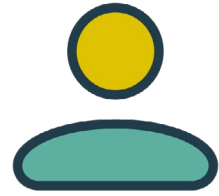
**Celtic
Offsite**

Timber frame
factory

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



Job Profile



Rent Officer

Reporting to
Rent Team Leader

Broad purpose of the post

We are looking for a confident, proactive self-starter with social housing experience to join our Income and Money Advice team as a Rent Officer.

In this role, you will provide an efficient, responsive and customer focused income collection and arrears recovery service, ensuring that United Welsh's income is maximised, and that bad debt is minimised.

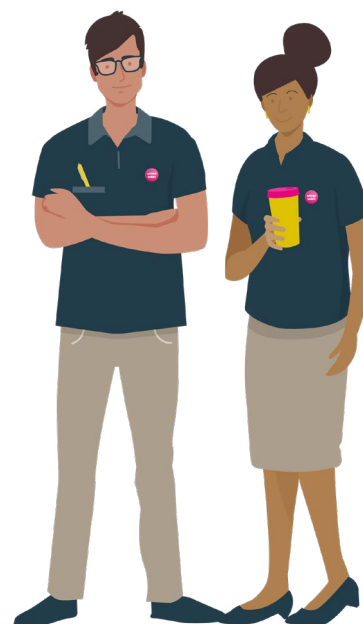
You will provide advice, guidance, and support to residents to maximise financial resilience and support tenancy sustainability. You'll be working closely with the Money Advisers, Sustainability Officers, and any relevant external agencies to provide specialist support and advice where it is required.

- Permanent, full-time, 35 hours
- £37,765.18
- Closes Tuesday 10th June, 9am
- Interviews 17th to the 19th June 2025

Key Accountabilities



- Prevent arrears escalation by supporting residents with financial obligations, household budgeting, income maximisation, benefit applications, and onward referrals (e.g., debt advice)
- Provide intensive support during early tenancy for at-risk residents to ensure sustainability
- Promote a payment culture and suggest effective payment methods tailored to individual circumstances
- Identify and support residents at risk due to welfare reform, focusing on Universal Credit claims
- Prepare and issue notices as per policies and procedures
- Negotiate payment arrangements based on income and expenditure and take necessary legal actions, including court applications and hearings
- Develop partnerships with external agencies, signpost services, and collaborate on initiatives to improve local services
- Demonstrate a proactive, “can-do” attitude, continually improving personal and team performance within organisational policies and values
- Attend liaison meetings with local authorities and external agencies
- Participate in benefit take-up campaigns and liaise with local authorities and DWP on claims
- Adhere to safeguarding policies and report any concerns
- Promote digital inclusion for better access to services
- Fulfil additional duties to ensure quality standards and KPIs are met.



Personal Requirements

Essential

- **Income and policy compliance:** Proven experience with managing rent accounts in line with housing policies to maximise income, meet KPIs, and support financial stability
- **Housing knowledge:** Demonstrates a strong understanding of housing legislation, policy, and court procedures, through working for/with a social housing provider
- **Customer service excellence:** Demonstrated ability to deliver inclusive, respectful, and high-quality service, including managing challenging conversations with empathy and professionalism
- **Communication and interpersonal skills:** Excellent written, verbal, and numerical skills, with the ability to adapt communication styles to suit diverse audiences and needs
- **Partnership building:** Proven track record of developing effective internal and external partnerships to achieve positive outcomes
- **Resilience and decision-making:** Calm and confident under pressure, with a proactive approach to problem-solving and decision-making in unpredictable situations
- **Organisation and independence:** Strong planning and prioritisation skills, with the ability to work independently and collaboratively in dynamic environments
- **Digital proficiency:** Competent in Microsoft Office and housing management systems, and able to produce and present reports in various formats
- **Mobility:** Full driver's licence and access to a vehicle for resident visits.

Desirable

- A working knowledge of Welsh Government's social housing policy, initiatives, and legislation
- Housing Policy or similar qualification
- Experience using IBS Housing Management system
- Welsh language skills.

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 **£37,765.18**

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: Tuesday 10th June, 9am
Interview date: 17th-19th 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](#).

