

Income Assistant

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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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.

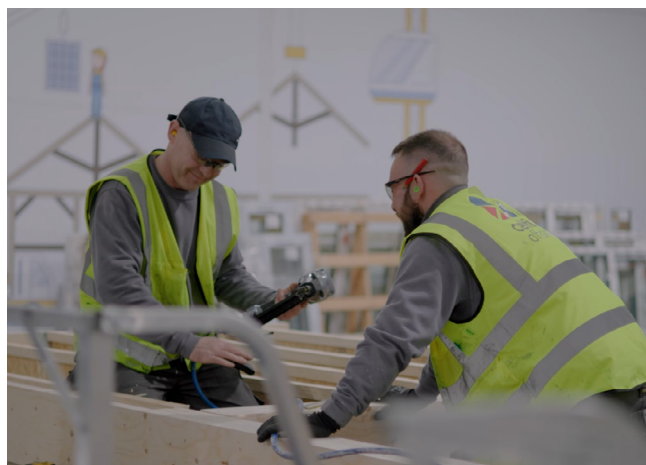
We have a new building programme that is worth around **£55m** each year and in the next five years, we intend to build **1,300 more homes**.

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

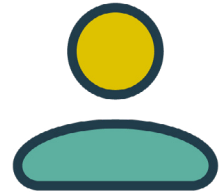
**Celtic
Offsite**

Timber frame
factory

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



Job Profile



Income Assistant

Reporting to
Income Team Leader

Broad purpose of the post

We have an exciting opportunity to join our Income and Money Advice team as an Income Assistant, providing an efficient, high quality and professional service.

We're looking for someone with excellent numerical skills and a keen eye for detail, as this role will involve preparing and processing rent and service charge information. This includes managing all rent receipts processing and making sure data is maintained appropriately and in a timely manner.

You will be responsible for clerical and administrative tasks relating to both former and current arrears collection, using various methods of communication and making sure all resident records are kept up to date.

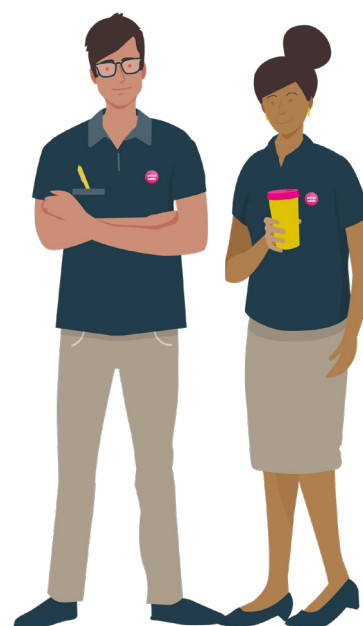
We're looking for an excellent communicator with exceptional customer service skills, and someone who can thrive in a busy and challenging environment.

- Temporary, 12 month contract
- Full time, 35 hours
- £29,829.29 per annum
- Closes Tuesday 17th June, 9am
- Interviews 24th/25th June

Key Accountabilities



- Prepare and process resident rent and service charge payments accurately and in a timely manner
- To manage all rent receipt processes, making sure data is maintained appropriately and is relevant and up to date
- Make sure all financial processes are completed daily and/or weekly
- Administration of rent accounts, involving new charges, transfers, write-offs and raising refunds
- Fair rent re-registration and review
- Prepare and carry out the annual direct debit upload
- Annual rent and service charge upload to resident accounts
- Undertake all associated administrative tasks, such as running the responsive arrears process and resident contact regarding low level arrears recovery
- Manage the repair recharges process, including investigating resident queries
- Manage the former arrears recovery process
- To work flexibly to support the smooth delivery of rent collection and arrears recovery services to the highest possible standard, ensuring a positive experience for both internal and external residents and partners.
- To provide an effective and responsive resident-focused service using various methods of communication, and where possible, resolving queries and providing relevant information to ensure delivery of departmental KPIs and provide the best outcome for the resident.
- Continually work to find innovative solutions to improve overall workplace performance and deliver identified improvements to achieve efficiencies



Personal Requirements

Essential

- Excellent numeracy skills
- Financial background within income processing
- Determination and drive to achieve deadlines and ensure work is of a high standard
- Competent using Microsoft Office, Outlook, Email, Word, and Excel
- A positive and enthusiastic approach to work and when working with others
- Ability to work as part of a team and work on own initiative
- Ability to make sound judgements and timely decisions
- Ability to provide clear and concise responses to telephone and face-to-face enquiries
- Delivering excellent customer service by actioning and responding to written enquiries effectively

Desirable

- Experience of working for a housing association or within a similar sector
- Accountancy or similar qualifications
- Up to date knowledge of housing legislation
- Knowledge of 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 **£29,829.29** 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: Tuesday 17th June, 9am
Interview date: 24th/25th 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](#).

