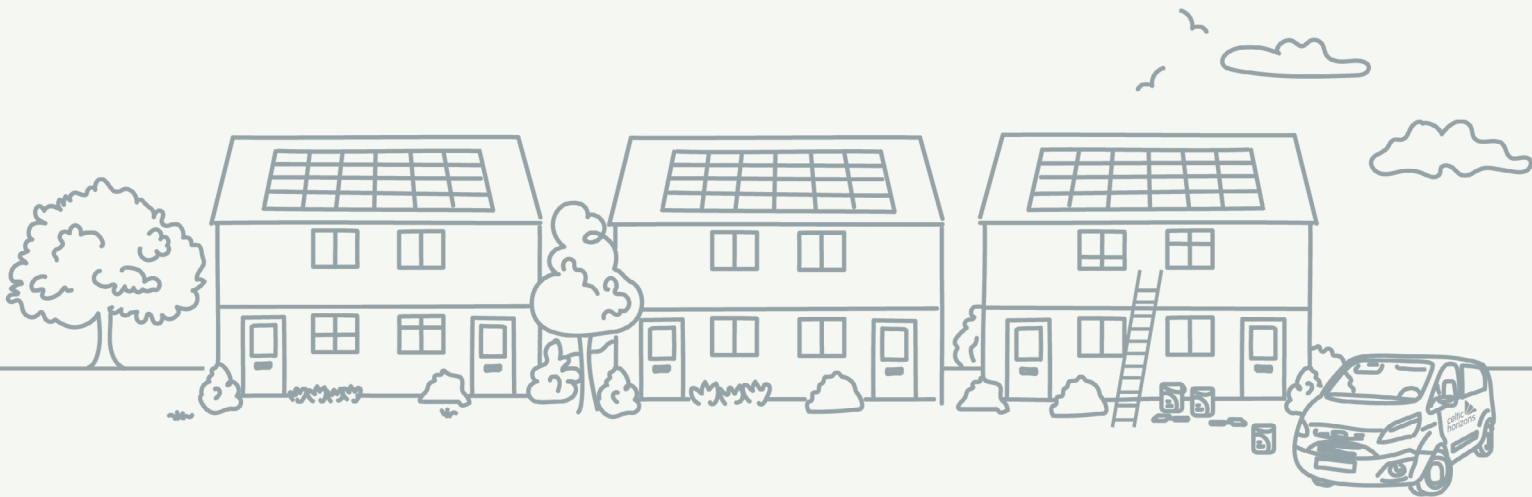




# Technical and Aftercare Manager

## Applicant Information Pack



**We build homes, create communities and transform lives**

# 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)



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.

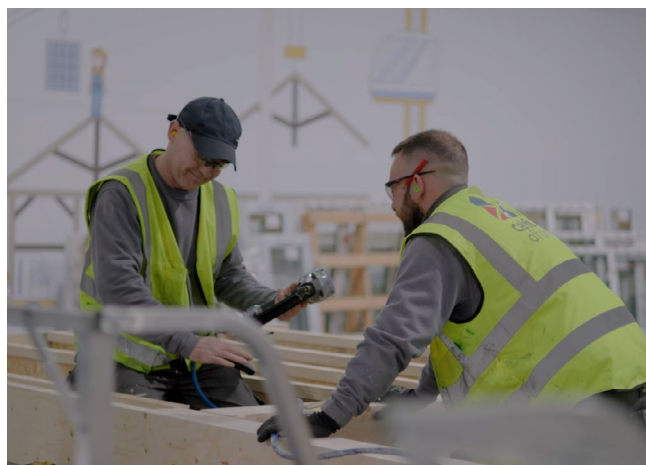
We have a new building programme that is worth around **£55m** each year and in the next five years, we intend to build **1,300 more homes**.

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

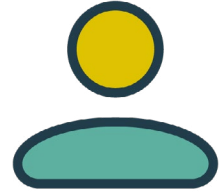
**Celtic  
Horizons**  
Asset  
Management

**Celtic  
Offsite**  
Timber frame  
factory

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



# Job Profile



## Technical and Aftercare Manager

### Reporting to

Development Manager - Innovation and Quality

## Broad purpose of the post

We are looking for a Technical and Aftercare Manager to join our Development team.

This exciting new opportunity will see you working at the intersection of construction, customer care and innovation, acting as the technical lead for our post-completion process - from practical completion, through to defect resolution and customer aftercare.

You will work across teams, bridging Development, Assets, and Neighbourhood to ensure our specification is continually reviewed, and that homes meet the highest standards so our residents have a home they feel safe and comfortable in. You will also play a key role in our Towards Zero Carbon strategy, helping us evaluate and embed innovative, energy-efficient technologies in our homes.

- Permanent, full time (35 hours)
- £54,044 per annum
- Closes Friday 4th July 12pm (midday)
- Interviews w/c 14th July

# Key Accountabilities



- **Defect management and customer care:** Manage and coordinate the resolution of defects during the liability period, ensuring timely, high-quality outcomes. Act as the main point of contact between contractors, Employers Agents, and internal teams. Lead on post-completion complaints handling, ensuring issues are resolved efficiently. Monitor customer satisfaction through surveys and post-occupation reviews to drive service improvements
- **Technical compliance and quality assurance:** Support the review of property specifications and site inspections to ensure compliance with key standards, including Welsh Government Development Quality Requirements (DQR), Welsh Housing Quality Standards (WHQS), Secure by Design, and Lifetime Homes. Conduct thorough post-contract reviews of drawings and specifications, incorporating feedback from internal departments and residents to ensure practical and compliant delivery
- **Innovation and sustainability:** Assist in implementing our **Towards Zero Carbon** strategy by researching and evaluating innovative building products and technologies, focusing on energy efficiency and sustainability. Monitor the performance and usability of new technologies, ensuring they meet expectations and are fit for purpose
- **Project and stakeholder management:** Lead on the resolution of latent defects, coordinating with relevant personnel to ensure timely closure. Manage relationships with Employers Agents, contractors, and Local Authorities to complete current and historic sectional agreements and facilitate the release of bonds. Liaise with solicitors on legal queries or disputes arising post-completion, ensuring timely and accurate resolution.
- **Data and Documentation Oversight:** Oversee the collation, review, and transfer of essential documentation, including site certifications, health and safety files, and building manuals, ensuring accurate handover to internal teams such as Assets and Celtic Horizons. Coordinate the submission of scheme data to Local Authorities and Welsh Government, ensuring compliance with reporting requirements
- **Cross-Departmental collaboration:** Work closely with internal teams including Project Managers, Assets, Neighbourhood, and Celtic Horizons to ensure seamless communication and implementation of post-completion processes. Develop and support engagement strategies to ensure all stakeholders understand and deliver on their responsibilities within the defect resolution process.



# Personal Requirements

## Essential

- Degree or suitable alternative qualification in a relevant development / construction related subject
- Relevant experience of working in construction and site management, including the use of detailed design drawings and scheme specifications
- An understanding of working with social housing providers
- Ability to demonstrate sound project governance and technical knowledge relating to construction, including health & safety, planning legislation, building regulations and other statutory and regulatory requirements
- Understanding of the necessary operational and management skills required to lead a team of technical specialists and be an excellent team player, with the ability to provide line management, mentoring and/or support as required
- Good communication skills; able to convey technical and complex information clearly to a range of audiences, and maintain effective working relationships with internal and external stakeholders

- Full drivers license with access to a car.

## Desirable

- Membership of a relevant professional body, such as RICS, CIOB, etc
- Experience of working with social housing providers that provide mixed tenure, market rent, outright sale and non-mainstream affordable housing
- A working knowledge of Welsh Government social housing initiatives and funding criteria
- Management experience
- 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 **£54,044** 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](mailto: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:** Friday 4th July 12pm (midday)  
**Interview date:** w/c 14th July

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](#).**

