

Neighbourhood Safety Coordinator

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.

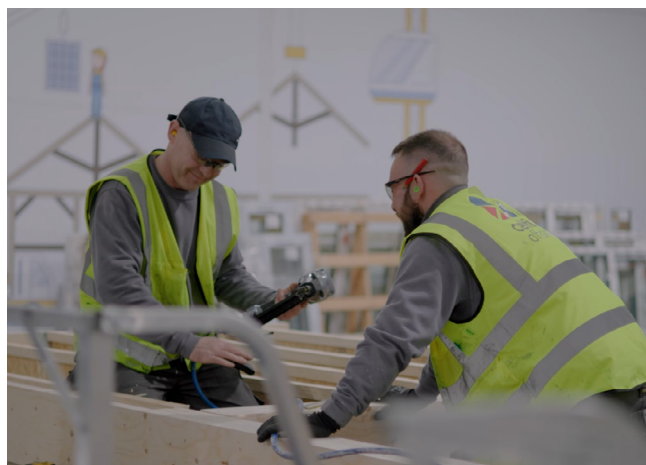
We have a new building programme that is worth around **£55m** each year and in the next five years, we intend to build **1,300 more homes**.

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

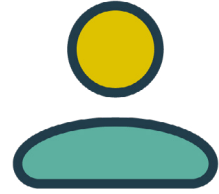
**Celtic
Offsite**

Timber frame
factory

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



Job Profile



Neighbourhood Safety Coordinator

Reporting to

Neighbourhood Safety Team Leader

Broad purpose of the post

We have an exciting opportunity to join our Neighbourhood team as a Neighbourhood Safety Coordinator.

You will be the point of contact for residents and partners when dealing with property compliance, anti-social behaviour and any associated queries.

We're looking for someone with a customer-focused approach and a knowledge of housing legislation to provide guidance, support, data and advice to internal and external partners.

As Neighbourhood Safety Coordinator you'll be the first point of contact for many of our customers, so a versatile and tactile approach will be crucial. This role will involve visiting customers at their homes, so confidence and flexibility in your working practices is essential. This job requires an agile approach to be able to resolve queries to meet business and customer needs.

You will also support the Neighbourhood Safety Team with case management including trauma informed support and safeguarding practices.

- Permanent, full time
- £31,923.73 per annum
- Closes Monday 14th July, 12pm midday
- Interviews 23rd/24th July

Key Accountabilities



Customer service and case management

- **Consolidated communication:** Utilise a customer relationship management (CRM) system to log all interactions across channels, ensuring a clear overview and reducing duplication
- **Pre-prepared templates and FAQs:** Develop standardised responses for common queries, such as anti-social behaviour or domestic abuse support, to ensure consistency and save time
- **Triage approach:** Introduce a tiered triage system (low-medium-high urgency) to prioritise responses and allocate resources effectively

Compliance oversight

- **Automated alerts:** Work with your maintenance partner to set up automated notifications for key compliance checks — gas, electrical safety, heat pumps, legionella, and damp/mould issues
- **Real-time dashboards:** Implement shared compliance dashboards for live tracking of servicing schedules and issue resolution.

Data and reporting

- **Mobile data input:** Use mobile devices during property visits to capture data instantly, reducing paperwork and improving accuracy.

- **Dynamic dashboards:** Transform raw data into interactive visual dashboards to highlight patterns and support decision-making.

Collaborative working

- **Structured meeting tools:** Create reusable templates for partnership meetings, ensuring consistency and saving preparation time.
- **Digital knowledge hub:** Build a centralised platform containing key policies, guidance, and best practice resources for easy access by all colleagues and partners.

Customer engagement and outreach

- **Route Optimisation Tools:** Plan visits geographically using routing software to maximise efficiency and reduce travel time.
- **Pre-visit surveys:** Send brief digital questionnaires to customers ahead of visits to better tailor support.

Legal and Regulatory Practice

- **Condensed legal reference guides:** Provide staff with a simple, up-to-date guide covering relevant housing legislation and data protection principles.
- **Scenario-based training:** Use practical case examples for team learning sessions on complex legal decision-making and proportionality.

Personal Requirements

Essential

- Experience of working in social housing or related sector; supporting people with various needs from a variety of backgrounds
- Demonstrated knowledge of housing legislation and anti-social behaviour management
- Demonstrated experience and application of property compliance and legislation
- Proven experience in managing safeguarding concerns
- Demonstrated evidence of working on initiative, prioritisation and time management skills
- Demonstrated competence in using Microsoft Office packages
- Proven experience of delivering information and data in a variety of formats
- Demonstrated evidence of commitment to Continuous Professional Development
- Full driving licence, access to transport and adaptability to meet customers at short notice
- Demonstrated experience of working with Renting Homes Wales legislation

Desirable

- Experience in using an “Open-Housing” Management system
- Experience of restorative practice
- Experience of using Trauma Informed Practice
- Ability to confidently communicate in Welsh, written-conversational and reading
- Appropriate housing qualification
- 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 **£31,923.73** 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**
- **Agile** 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: Closes Monday 14th July, 12pm midday
Interviews: 23rd/24th 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](#).

