

# Principle Digital Solutions Specialist

## 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](https://unitedwelsh.com/contact)



[tellmemore@unitedwelsh.com](mailto: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.

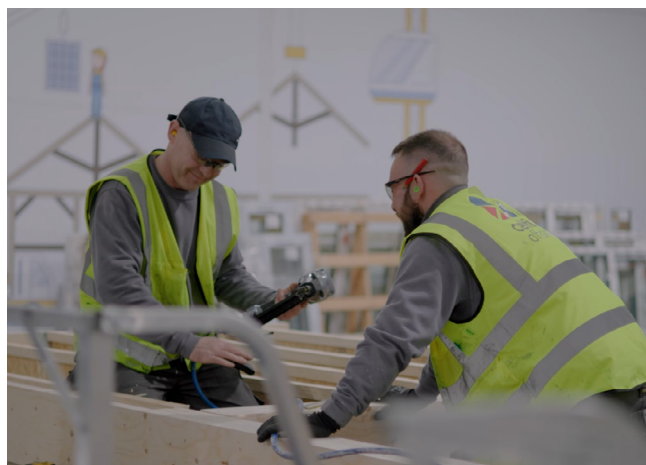
We have a new building programme that is worth around **£55m** each year and in the next five years, we intend to build **1,300 more homes**.

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

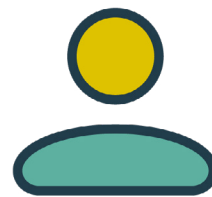
**Celtic  
Horizons**  
Asset  
Management

**Celtic  
Offsite**  
Timber frame  
factory

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



# Job Profile



## Principle Digital Solutions Specialist

### Reporting to

Director of Technology and Business Transformation

### Responsible for

Modern Workplace Developer, Software Engineering Apprentice

## Broad purpose of the post

This is a pivotal role in our digital transformation journey. Reporting directly to the Director of Technology and Business Transformation, you will be the technical authority for our business applications, leading the design, development, and implementation of scalable, user-focused solutions that support our strategic goals.

You'll work closely with internal stakeholders and external suppliers to ensure our systems are robust, cost-effective, and aligned with industry best practices. From shaping solution architecture to overseeing testing and post-implementation support, you'll be involved in the full application lifecycle.

- Permanent, full time, 35 hours
- Up to £90,000 depending on experience
- This is a rolling advert, and we encourage you to get your application in early. Interviews will take place as and when suitable candidates are identified.

# Key Accountabilities



## Solution design

- Leading the design and delivery of enterprise application solutions, primarily using Microsoft Dynamics365. Working with the Business Transformation team to translate user requirements to a technical design that is appropriate with the needs of the business and compatible with the system design already in place. Act as the design authority for United Welsh system applications and integrations

## Systems testing

- Oversee the internal testing process and manage discrepancies between unit, system and regression testing responsibilities. Ensuring that solutions are error free when passed to User Acceptance Testing

## Implementation

- Direct and manage all technical aspects of the implementation process, overseeing all environments, interfaces, and data containers

## Supplier management

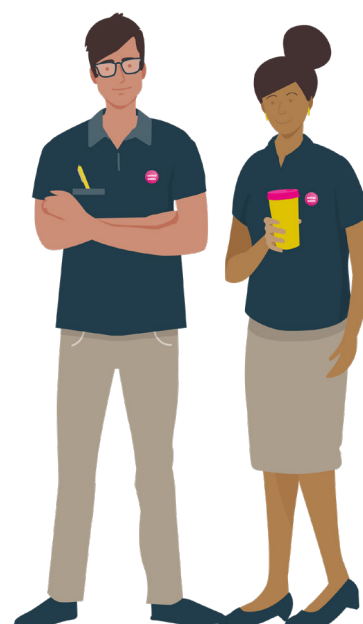
- Manage third party suppliers to ensure delivery of robust solutions that are developed to industry best practice, and that are maintainable and cost effective. Ensure solutions are compatible with the system architecture at United Welsh and its strategic aims

## Post-implementation support

- Working with the Technology and Applications Support team, driving continuous improvement and digital innovation across the organisation

## Mentoring and supporting

- Mentor and coach other team members to upskill them in the technologies used to deliver service. Acting as a third-line technical expert when required





# Personal Requirements

## Essential

- Extensive experience designing and delivering application solutions, with a strong focus on Microsoft Dynamics365
- A degree or equivalent qualification in Computer Science, Information Systems, or related discipline (or demonstrative extensive experience)
- Proven ability to manage suppliers and lead the full solution lifecycle
- Strong understanding of system integration, testing, and support
- Excellent communication skills and the ability to influence change
- Proven ability to translate business needs into technical solutions that are scalable, maintainable, and align with best practice
- Understanding of both agile and waterfall methodologies, and ability to switch between them
- Demonstrated evidence and experience of leading the full application lifecycle; requirements gathering, solution design, testing, deployment and post implementation support
- Demonstrated evidence of understanding of Social Housing and its processes

## Desirable

- Relevant Microsoft certifications (e.g. Dynamics365, Power Platform, Azure)
- Demonstrated evidence of continuous professional development in enterprise applications or digital transformation
- Understanding of application architecture, data modelling, and systems integration
- Experience in Azure DevOps for project management and testing
- 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

Up to £90,000 depending on experience.

## 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](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.

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](#).**

