

# Assets Project 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](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.

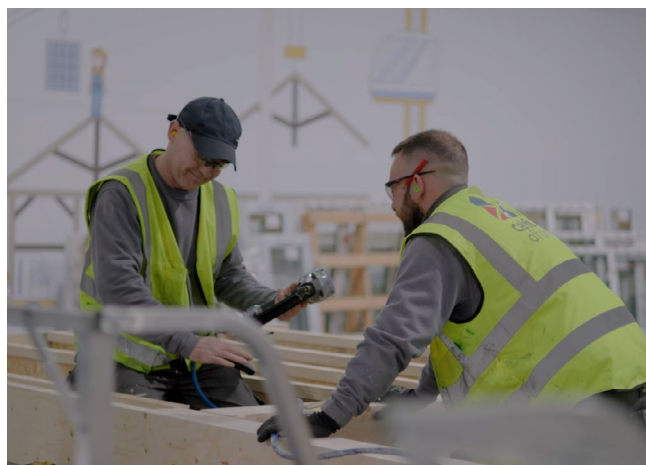
We have a new building programme that is worth around **£55m** each year and in the next five years, we intend to build **1,300 more homes**.

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

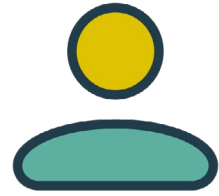
**Celtic  
Horizons**  
Asset  
Management

**Celtic  
Offsite**  
Timber frame  
factory

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



# Job Profile



## Assets Project Coordinator

**Reporting to**  
Assets Delivery Manager

### Broad purpose of the post

We are looking for an Assets Project Coordinator to play a key supporting role within our dynamic Asset Management team, contributing to the delivery of planned decarbonisation works and scheme refurbishments.

In this role you will provide essential day-to-day administrative support and play a pivotal role in gathering, maintaining, and developing data to assist with multiple projects from concept through to delivery.

You'll also be the principal point of contact for residents throughout all project phases—keeping them informed on timescales, booking appointments for surveyors and contract managers, and offering support and education following completed works.

Our team thrives on collaboration, with a mix of office and site-based working that fosters strong relationships, mentoring, and continuous learning. You'll be expected to spend time on site to gain hands-on experience, deepen your understanding of project delivery, and make the most of the team's expertise in a dynamic environment.

- Permanent, full time, 35 hours
- £28,648.70 per annum
- Closes Monday 15th September, 12pm (midday)
- Interviews 25th/26th September

# Key Accountabilities



- Support the Asset Management team with ad hoc access to asset data via our new system, assisting with reporting and insights that inform the planning, design, commissioning, and management of ongoing programmes of survey and investment work
- Assist in administrative duties in support of invoice processing, project coordination and subcontractor application for payment reviews undertaken by the Asset Management Team
- Coordinate the handover process by ensuring relevant documentation—such as certificates and guidance on how to use installed measures—is shared with the Project Asset Surveyor and other stakeholders. (While the technical information will be provided by others, you will be responsible for managing and facilitating the communication and distribution of these materials to ensure a smooth transition and understanding across parties)
- To attend and assist the Assets Delivery Manager at all meetings with residents, contractors and other stakeholders and fully participate in those meetings, producing a detailed report for each on resident issues
- Assist the Asset Management team in delivering the communications strategy by supporting the identification of key groups and individuals and helping to implement a clear and inclusive resident engagement process. This includes contributing to outreach efforts that ensure the wider community—including hard-to-reach groups—is effectively engaged, in line with the strategy developed by the team.
- Support residents by investigating queries related to works carried out as part of the project, aiming to resolve straightforward issues where possible. For more complex concerns or formal complaints, ensure these are escalated appropriately. Where escalation is required, you will be responsible for briefing other team members with all relevant details to enable effective resolution.
- Maintain regular contact with residents before, during, and after planned maintenance works through phone calls, written correspondence, and in-person interactions—including site visits. Act as a visible and approachable presence on site, serving as the first point of contact for residents and representing the project team. This includes supporting clear communication, addressing queries, and helping ensure residents feel informed and supported throughout the works.



# Personal Requirements

## Essential Criteria

- **Numeracy and Reporting Support:** Confident working with numbers and maintaining accurate records, with the ability to use spreadsheet applications (e.g., Excel) to support the production of clear, evidence-based reports
- **Collaborative Working:** Demonstrates a strong ability to work in partnership with internal and external stakeholders, contributing to effective delivery through collaborative approaches aligned with United Welsh's values
- **Organisational Skills:** Well-developed organisational abilities, particularly in relation to construction, maintenance, or similar activities. Able to work flexibly and manage competing priorities to meet a range of deadlines
- **Customer-Focused Approach:** Proven experience in a customer-facing role, with a proactive and empathetic approach to supporting residents. This is a key aspect of the role, requiring strong interpersonal skills and a commitment to delivering excellent service
- **Digital Confidence:** Comfortable using Microsoft Office and other digital tools to support day-to-day tasks and communication

- **Mobility:** Holds a full driving licence and is willing to travel regularly as part of the role, including attending site visits and resident meetings

## Desirable Criteria

- **Familiarity with Asset Management Systems:** Awareness of asset management databases and their role in supporting investment strategies within housing or property services
- **Understanding of Policy Context:** Basic knowledge of Welsh Government social housing policy initiatives and relevant legislation
- **Awareness of PAS2035:** An understanding of the PAS2035 framework and its relevance to retrofit and energy efficiency standards
- **Sustainability Awareness:** A general understanding of sustainability principles and the transition toward low/zero carbon initiatives in the built environment, including frameworks such as PAS2035
- **Insight into Social Housing:** A broad awareness of the role and responsibilities of social housing providers and the communities they serve.



# Terms and Conditions

## Current Salary

Total salary is **£28,648.70** 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.

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.

Please note this role requires a DBS check. This will be conducted as part of the recruitment process for the successful applicant.

# 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 complete our online application form which can be found [here](#).

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 and Diversity form which can be found [here](#). If you do not complete all parts of this process, you will be at risk of your application not being progressed further.

**Closes:** Monday 15th September, 12pm  
**Interview date:** 25/26th September

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 and Diversity form with your application. 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 uploaded 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](#).**

