

# Development Support 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](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.

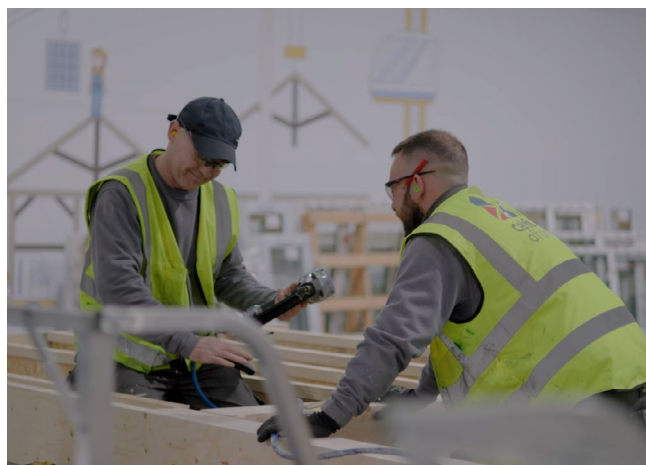
We have a new building programme that is worth around **£55m** each year and in the next five years, we intend to build **1,300 more homes**.

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

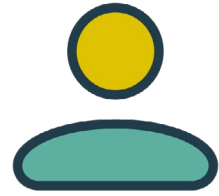
**Celtic  
Horizons**  
Asset  
Management

**Celtic  
Offsite**  
Timber frame  
factory

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



# Job Profile



## Job title

**Reporting to**  
Specialist Team Manager

## Broad purpose of the post

We have an exciting opportunity to join our Specialist Projects team as a Support Assistant.

We're looking for someone with passion, drive, and strong organisational skills to support the Development team in the delivery of affordable housing, and help with the management of development initiatives. This includes working on projects such as intermediate rent, empty homes, low-cost home ownership, shared ownership and open market sales.

If you have experience of working in a housing or property development environment and are looking for a new challenge, we'd love to hear from you.

- Permanent, full time
- £28,648.70 per annum
- Closes Monday 25th August, 12pm (midday)
- Interviews 4th September

# Key Accountabilities



## Development Support and Coordination

- Act as the primary point of contact for all development-related queries, both internally and externally
- Maintain and communicate key information on active and completed schemes, including managing off-site document storage
- Support Specialist Project Officers in preparing documentation for property sales, leases, and initiatives such as mortgage rescue and empty homes

## Document and Data Management

- Monitor the completeness of audit and securitisation documents
- Scan, distribute, and manage legal and departmental documents, including incoming post
- Input and maintain accurate data in relevant systems, including setting up and terminating Occupation Contracts

## Financial Administration

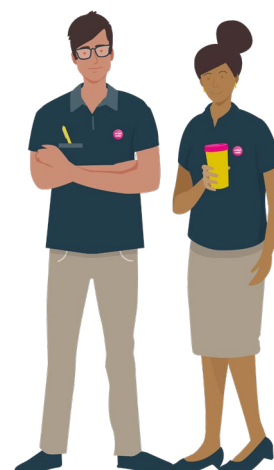
- Code invoices, maintain project codes, and raise purchase orders as required
- Assist with rent and service charge administration, including setting up Direct Debits and managing Deposit Protection Scheme documentation

## Marketing and Property Management

- Advertise properties for rent or sale on internal and external platforms
- Arrange and, where appropriate, facilitate property viewings

## Team and Event Support

- Organise and facilitate events on behalf of the Development team
- Order ad-hoc supplies such as stationery and PPE



# Personal Requirements

## Essential

- Experience of working in a housing and/or property development environment
- Ability to demonstrate high level of accuracy in document preparation, data input and financial coding
- Experience of using initiative and making difficult decisions while proactively managing customers' expectations
- Ability to communicate effectively and appropriately to a high standard of both oral and written skills
- Experience of managing multiple tasks, prioritising workload and meeting deadlines in a fast-paced environment
- Experience in providing administrative supporting including document handling and managing correspondence.
- Competent in using Microsoft Office Applications (word, Excel and Outlook) and comfortable with databases and document management systems
- Full UK driving licence and/or access to public transport with the ability to work across all United Welsh communities

## Desirable

- Experience of buying and selling property
- An understanding of the development process
- Ability to communicate in Welsh

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.



# 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.



# 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 25th August, 12pm  
**Interview date:** 4th 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](#).**

