



Quality Officer

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.



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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.

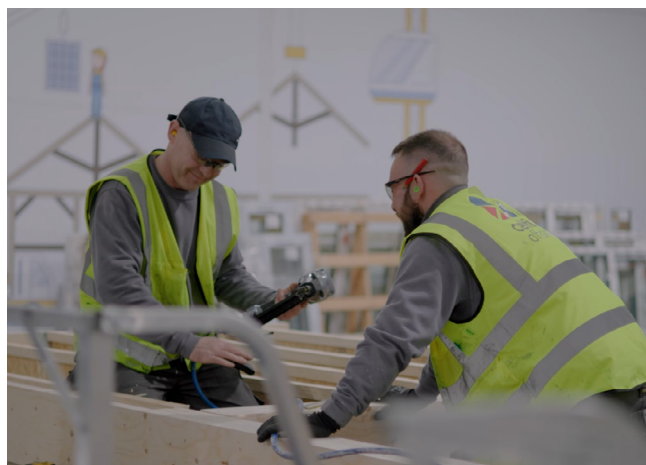
We have a new building programme that is worth around **£55m** each year and in the next five years, we intend to build **1,300 more homes**.

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

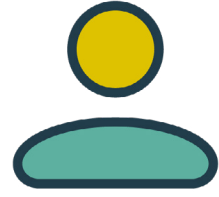
**Celtic
Horizons**
Asset
Management

**Celtic
Offsite**
Timber frame
factory

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



Job Profile



Quality Officer

Reporting to
Technical and Aftercare Manager

Broad purpose of the post

We've got big plans for building new homes this year, so we need a bigger team to help us do it. We're looking for a Quality Officer to join our busy development team to help us achieve our goals.

In this role you'll work with colleagues across the business, stakeholders and residents to make sure we continue delivering high-quality services. As Quality Officer, you'll provide a management service that oversees quality and contractual compliance on construction projects being delivered through our development programme.

- Permanent, full time
- £44,740.79 per annum
- Closes Monday 18th August, 12pm midday
- Interviews w/c 1st September

Key Accountabilities



As a Quality Officer, you will play a vital role in ensuring the successful delivery of high-quality housing developments. Your key responsibilities will include:

- **Site inspections and quality assurance**

Conduct regular site inspections to ensure all works comply with contract requirements, technical specifications, and relevant documentation. Monitor quality control to maintain the highest standards throughout the build process

- **Documentation and record keeping**

Ensure accurate and timely recording of site activities, inspections, and project documentation in line with organisational procedures

- **Stakeholder liaison**

Collaborate effectively with contractors, consultants, and internal teams. Provide updates and escalate issues to the Technical and Aftercare Manager or Director of Development as needed. Offer direction to contractors where appropriate

- **Compliance and handover**

Verify that completed properties meet contractual obligations and United Welsh policies. Support project handovers by ensuring all documentation and certifications are in place

- **Design and specification input**

Provide expert advice and recommendations on design proposals and technical specifications for new developments

- **Defects management**

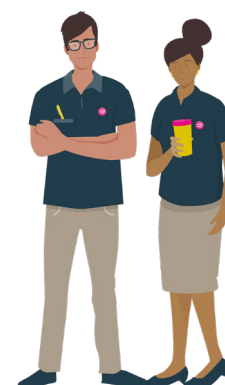
Assist the Neighbourhood team with property handovers and defect resolution, including liaising with residents and contractors. Conduct end-of-defects inspections, prepare reports, and monitor completion of remedial works

- **Progress monitoring**

Track and report on construction progress, highlighting any delays or issues to the Project Manager. Attend site progress and contract meetings as required

- **Final Inspections and adoption**

Inspect works at key stages and upon completion, prepare snagging lists, and ensure infrastructure works are completed and adopted by statutory authorities



Personal Requirements

Essential

- **Industry experience**
Experience working in a construction and/or housing environment, including placements or voluntary roles
- **Sector understanding**
Awareness of the operations and responsibilities of social housing providers
- **IT literacy**
Basic working knowledge of Microsoft Word and Excel
- **Relevant qualifications**
Currently studying towards or having completed a qualification in a construction-related discipline (e.g., HNC, Degree)
- **Health and safety commitment**
Willingness to complete health and safety training and obtain CSCS accreditation
- **Eagerness to learn**
A proactive attitude with a strong desire to develop skills and knowledge
- **Communication skills**
Ability to present information clearly and concisely, both verbally and in writing

Desirable

- **Professional experience**
Experience in building surveying, project management, or property maintenance roles
- **Surveying skills**
Experience conducting property surveys and preparing measured schedules of work
- **Advanced IT skills**
Confidence using IT systems, with advanced knowledge of Microsoft Excel
- **Industry tenure**
Over one year of experience in the construction industry

Higher-level qualifications

Degree-level qualification in a construction-related discipline
- **Sector experience**
Previous experience working within the housing or residential development sector.
- Welsh language skills

Please note: This role does not carry financial responsibility. All contract instructions will be issued through the client's appointed consultant.

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 **£44,740.79** 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 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 18th August, 12pm
Interview date: W/c 1st 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](#).

