

Development Liaison Officer

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.



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Contents

- 1 About Us
- 3 Job Profile
- 4 Key Accountabilities
- 5 Personal Requirements
- 6 Terms and Conditions
- 7 Additional Benefits
- 8 How to apply



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.

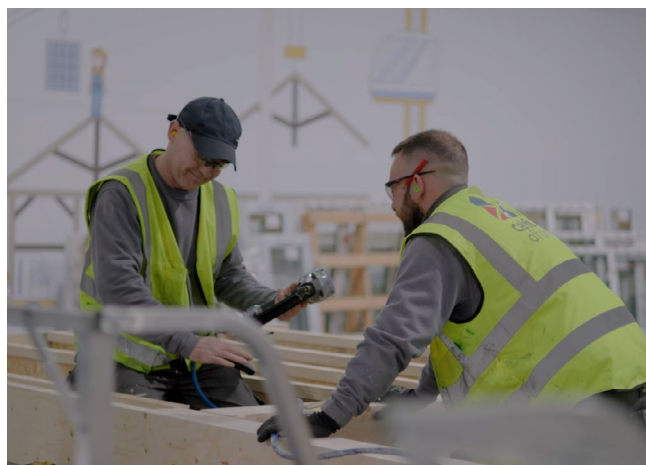
We have a new building programme that is worth around **£55m** each year and in the next five years, we intend to build **1,300 more homes**.

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

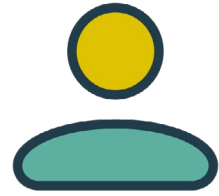
**Celtic
Horizons**
Asset
Management

**Celtic
Offsite**
Timber frame
factory

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



Job Profile



Development Liaison Officer

Reporting to

Technical and Aftercare Manager

Broad purpose of the post

We have an exciting opportunity to join our growing Development team as a Development Liaison Officer, and support in the delivery of new homes.

You will do this by working collaboratively with Project Managers and Quality Officers, and by using excellent communication skills to convey essential information to the wider organisation, ensuring the effective transition of schemes into housing management or sale.

You will also help to coordinate property handovers, manage defects processes, and support customers as they settle into their new homes.

- Permanent, full time, 35 hours
- £33,901.88 per annum
- Closes Monday 29th September 12pm (midday)
- Interviews w/c 6th October

Key Accountabilities



Communication and coordination:

- Act as the main liaison between the Development team and the wider business, providing timely updates on schemes in planning and construction
- Facilitate clear communication around property handovers, defects processes, and post-contract reviews.

Customer experience:

- Proactively enhance the customer journey, especially during move-in and settlement phases
- Develop and implement initiatives to improve customer satisfaction in new or renovated homes.
- Provide tenancy support and ensure customers receive comprehensive Home User Guides.

Property familiarisation and handover:

- Attend development sites and completed properties to gain in-depth knowledge of building features and community context.
- Organise and lead familiarisation days for staff and customers, ensuring appropriate attendance and health and safety compliance.

- Support Project Managers and Quality Officers during the handover process, ensuring all essential information is shared.

Defects management

- Be the first point of contact for property-related queries during the defects liability period
- Monitor contractor performance, identify trends, and coordinate timely resolutions to customer complaints
- Work closely with internal teams to ensure a seamless customer experience during this period.

Data and reporting:

- Accurately capture and maintain project, customer, and property data
- Produce and present reports (e.g., via Pamwin) to support management and continuous improvement
- Track and report on KPIs, and facilitate post-completion project reviews to identify best practices.

Stakeholder engagement:

- Provide relevant property handover information to external stakeholders such as Welsh Government and Local Authorities.

Personal Requirements

Essential

Experience and knowledge:

- Proven experience working in housing or property development environments
- Familiarity with the operations of social housing providers and the challenges they face.

Skills and competencies

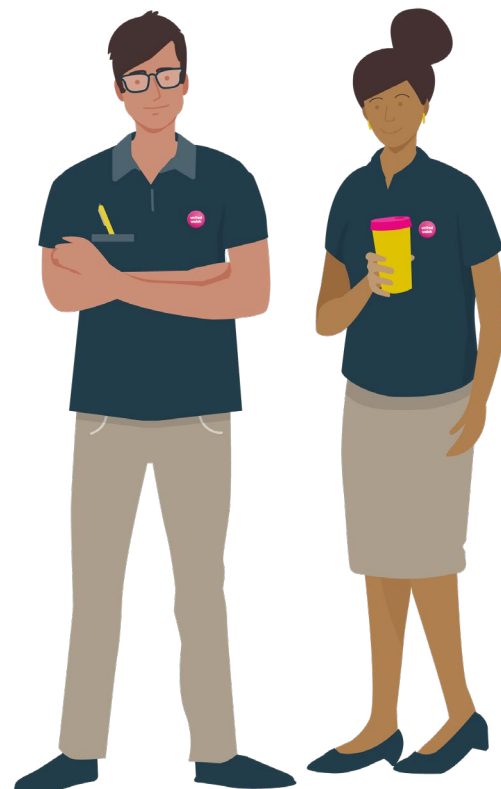
- Strong IT skills, including proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint)
- Excellent written and verbal communication skills, with the ability to produce clear, concise reports
- Ability to work independently and take initiative
- Strong interpersonal skills with the ability to build positive relationships with customers and stakeholders
- A collaborative team player who contributes positively to group efforts.

Qualifications

- GCSEs (or equivalent) in English and Maths, demonstrating sound literacy and numeracy skills.
- Full UK driving licence and access to a vehicle for work purposes.

Desirable

- Experience working within the social housing sector
- Knowledge of presentation and reporting tools
- A formal qualification (HNC/HND or higher) in housing, construction, or a related discipline
- Ability to communicate in Welsh.



Terms and Conditions

Current Salary

Total salary is **£33,901.88** 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 29th September, 12pm
Interview date: w/c 6th October

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](#).

