

Cloud Engineer

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



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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.

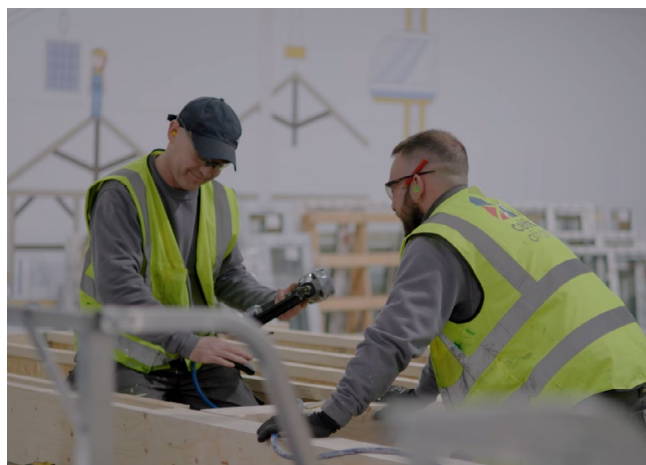
We have a new building programme that is worth around **£55m** each year and in the next five years, we intend to build **1,300 more homes**.

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

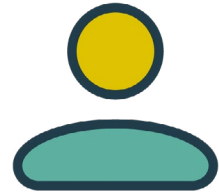
**Celtic
Horizons**
Asset
Management

**Celtic
Offsite**
Timber frame
factory

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



Job Profile



Cloud Engineer

Reporting to
Senior Cloud Engineer

Broad purpose of the post

We are embracing cloud-first thinking to deliver modern, secure, and scalable technology services for our people and communities - and we need your help.

We are looking for a Cloud Engineer to support the design, implementation, and maintenance of cloud infrastructure with a strong focus on Microsoft technologies, especially Azure and Microsoft 365.

You'll also support on-premise and datacentre resources where needed, ensuring continuity and resilience across our hybrid environment.

Collaboration is key, and you'll work closely with colleagues across the organisation and with external partners to deliver reliable, high-performing solutions.

- Permanent, full-time, 35 hours
- £34,441.70 per annum
- Closes Monday 27th October, 9am
- Interviews 6th/7th November

Key Accountabilities



- Deploy, monitor, and maintain cloud infrastructure with a strong emphasis on Microsoft Azure and Microsoft 365 services (e.g., Exchange Online, SharePoint, Intune, Defender)
- Manage hybrid environments, including identity, networking, and storage components
- Ensure that United Welsh staff have the necessary hardware and software to carry out their duties
- Collaborate with internal teams and third-party providers to resolve infrastructure and application issues across cloud and on-premise systems
- Respond to incidents promptly and contribute to long-term solutions and service improvements
- Support the design and delivery of cloud-native and hybrid solutions, including resource provisioning, load balancing, and disaster recovery
- Contribute to infrastructure-as-a-service practices and automation strategies using tools like PowerShell, Bicep, or Terraform
- Implement and maintain security controls across Microsoft cloud services, including conditional access, data loss prevention, and endpoint protection
- Assist with compliance and governance requirements, including data protection, privacy, and audit readiness
- Maintain clear and up-to-date documentation of infrastructure, configurations, and operational procedures
- Report to Senior Cloud Engineer anything regarding system health, incidents, and usage metrics using Microsoft-native tools and dashboards
- Assist in the maintenance of a service portfolio catalogue of all infrastructure assets, including end-of-life dates and version information
- Partner with developers, system administrators, and business stakeholders to deliver robust cloud solutions
- Communicate technical concepts clearly to non-technical audiences and contribute to a culture of openness and partnership
- Provide support for equipment installed at our properties, covering areas such as telephony and networking. This may involve resolving issues remotely or through on-site visits
- Embrace evolving business needs by taking on additional responsibilities within the scope of the role.

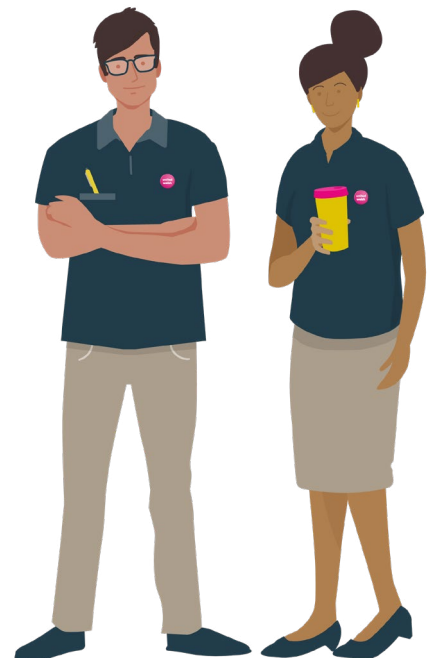
Personal Requirements

Essential

- Demonstrated evidence of understanding technology and computer operations
- Experience of Intune and Azure cloud services
- Demonstrated experience in identifying problems and analysing their underlying causes.
- Proven ability to work across multiple problems concurrently.
- Experience with performing hardware modifications and repairs as required
- Proven ability to understand priorities, focus on critical issues and contribute to long term solutions.
- Proven ability to communicate clearly at all levels
- Proven ability to build relationships with third party suppliers.
- Full and valid UK driver's license and access to a vehicle – as site visits are essential.

Desirable

- Demonstrated evidence of continual professional development
- Microsoft Cloud certification
- Knowledge and experience of ITIL
- Knowledge and experience of Azure DevOps
- 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

Total salary is **£34,441.70** 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**
- **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. 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.

Closes: Monday 27th October, 9am
Interview date: 6th/7th November

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](#).

