



# Community Caretaker

## 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.



[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 **6,800 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.

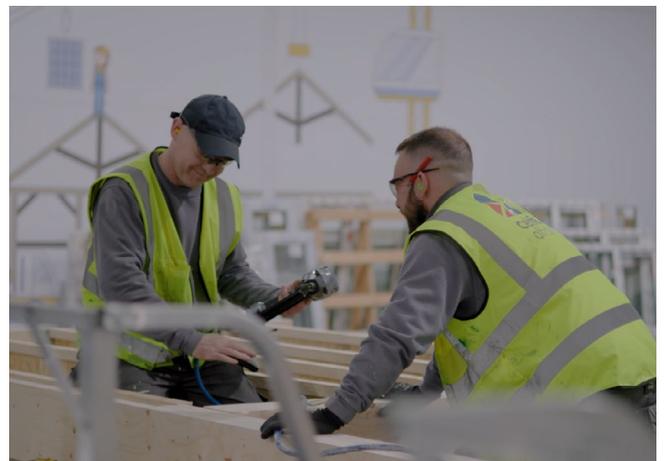
We have a new building programme that is worth around **£55m** each year and in the next five years, we intend to build **1,300 more homes**.

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**, 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

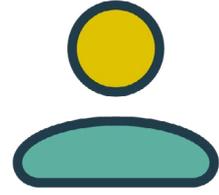
**Celtic Offsite**

Timber frame factory

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



# Job Profile



## Community Caretaker

**Reporting to**  
Neighbourhood Manager

### Broad purpose of the post

We are looking for a Community Caretaker to join our Neighbourhood team. This role will help manage bin store misuse and fly-tipping across our communities. The successful candidate will manage their own geographical area, providing a roaming service to make sure any issues are cleared immediately.

As Community Caretaker, you'll work closely with our Neighbourhood team to provide an excellent service to our residents and make sure our legal and regulatory requirements are met.

- Permanent, full-time
- £27,675 per annum
- Closes Wednesday 25th March, 12pm (midday)
- Interviews 31st March

# Key Accountabilities



- Removal and disposal of fly-tipped items from United Welsh estates outside of designated refuse days
- Maintaining the health and safety of bin store areas and assisting in the future design and location of bin stores on new and existing sites, providing experience and knowledge of a wide range of refuse and storage systems
- Removal of graffiti and dog fouling
- Engage with residents around misuse of bin stores and fly tipping
- General advice, support and signposting for anti-social behaviour and compliance, and providing information and statements to officers when enforcement action is required
- Carry out weekly checks of the company vehicle provided, report any issues to the Health and Safety team and arrange cleaning and maintenance of the vehicle
- Maintain accurate records for each area, including inspection photos
- Take responsibility for maintaining accurate records on each site, including inspections and photos. Using a phone / tablet to accept, update and close jobs and communicate
- Be responsible for the use of devices, reporting any IT issues, ensuring it works correctly
- Ad-hoc resident home and garden clearances
- Carry out joint visits with colleagues as required
- Work effectively as part of the Neighbourhood team, including assisting with community development activities and fire risk assessments, gas and electrical compliance
- Work collaboratively to provide a kind and professional experience to our residents and stakeholders
- Promote cleansing, waste minimisation, recycling and other environmental issues
- The post holder may be required to set traps and use bait to remove, control or eliminate pests.



# Personal Requirements

## Essential

- Full UK Category B (car) driving licence which allows driving of vehicles up to 3.5 tonnes
- Basic awareness of cleansing and waste management issues
- Competent using Microsoft Office packages, with strong numerical and written skills
- Self-starter with a calm and flexible attitude, responsive to meet the needs of the team and the business
- Competent and committed to the delivery of exceptional customer service, treating all customers with equally high standards of respect, dignity, and compassion
- Demonstrated ability to meet work objectives through excellent prioritisation, organisation and time management skills
- Committed to continued professional development and capable and willing to undertake training and study as required by the post
- Must be flexible and willing to undertake any other duties as directed by the Neighbourhood Manager

## Desirable

- Experience of working or living in social housing or a related sector; supporting a variety of people from different backgrounds and with different needs
- Ability to confidently communicate in Welsh, including written, conversational, and reading
- Experience of working in a customer-focused front-line service
- Experience of driving and maintaining vehicles.

**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 **£27,675** 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](mailto: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:** Wednesday 25th March, 12pm  
**Interview date:** Tuesday 31st March

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](#).**



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