



# Sustainability Officer (Rent team)

## 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.

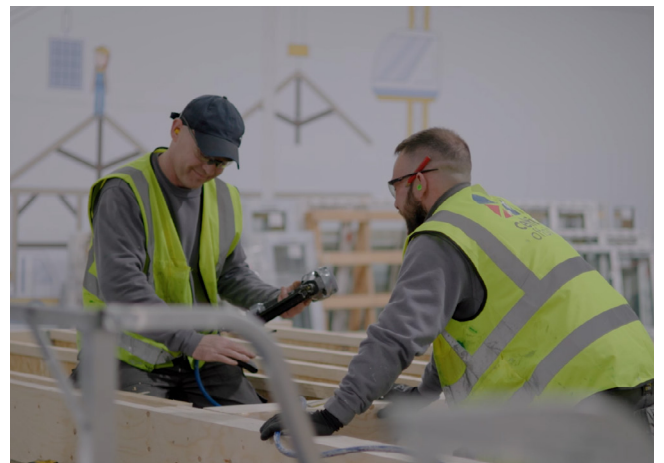
We have a new building programme that is worth around **£55m** each year and in the next five years, we intend to build **1,300 more homes**.

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

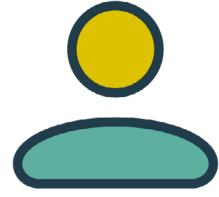
**Celtic Horizons**  
Asset Management

**Celtic Offsite**  
Timber frame factory

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



# Job Profile



## Sustainability Officer (Rent team)

**Reporting to**  
Rent Team Leader

### Broad purpose of the post

We have an exciting opportunity to join our Rents team as a Sustainability Officer, helping us to deliver an efficient, responsive, and customer-focused income collection and arrears recovery service, ensuring maximisation of rental income and minimisation of bad debt.

Managing high-value and complex rent arrears cases, you will work closely with residents and external partners to sustain contracts and prevent eviction and homelessness.

In this role you will provide tailored advice, guidance, and support to residents to enhance financial resilience and sustain contracts, including support with welfare benefits.

You will also work collaboratively with Money Advisors, Rent Officers, Neighbourhood Officers and relevant external agencies to provide specialist advice and coordinated support where required.

- Permanent, full-time
- £39,200.26 per annum
- Closes Tuesday 5th May, 12pm midday
- Interviews 18th/19th May

# Key Accountabilities



- Proactively prevent arrears escalation by supporting residents to meet the financial obligations of their occupation contracts, including budgeting support, income maximisation, assistance with benefit applications, and identifying financial vulnerability, with appropriate referrals to specialist services
- Manage residents' rent accounts in line with policies and procedures to maximise income collection and achieve key performance indicators, contributing to the organisation's financial stability
- Promote a positive payment culture, ensuring payment methods are tailored to individual resident circumstances
- Identify and support residents at financial risk, particularly those impacted by welfare reform, including providing guidance and support with Universal Credit and other welfare benefit claims
- Negotiate sustainable repayment arrangements based on residents' financial circumstances in line with policy
- Work collaboratively with residents, internal teams and partner agencies to prevent eviction and homelessness.
- Where preventative actions are unsuccessful, take appropriate legal action in accordance with policy, procedure, and legal requirements, including issuing notices, preparing county court procedures, and attending hearings
- Progress eviction action as a last resort where all other interventions have been exhausted.



# Additional Accountabilities



- Develop effective partnership working with external agencies, including signposting and joint working to improve outcomes for residents
- Actively contribute to team performance and continuous improvement, maintaining compliance with organisational policies, procedures, and values
- Maintain a positive, proactive, and solution-focused approach
- Attend liaison meetings with local authorities and partner agencies as required
- Support benefit take-up initiatives, campaigns, and advice surgeries
- Liaise with local authority benefit teams and the Department for Work and Pensions (DWP) regarding individual claims
- Adhere to safeguarding policies, ensuring concerns are appropriately identified and reported
- Promote digital inclusion to ensure residents are able to access services effectively
- Undertake any other duties required to meet service standards and performance targets.



# Personal Requirements

## Essential

- Experience of income management within social housing or a related sector
- Experience of working with individuals from diverse backgrounds, including those with complex needs and individuals experiencing low-level to severe mental health needs, demonstrating empathy and appropriate approaches to support
- Experience of delivering excellent customer service with strong communication and interpersonal skills whilst having the ability to manage challenging and unpredictable situations professionally.
- Excellent written and verbal communication skills, with the ability to engage effectively at all levels
- Demonstrable experience of building and maintaining effective partnerships while confidently managing challenging conversations
- Experience of supporting customers with welfare benefits, including Universal Credit and wider welfare benefit claims with an up-to-date knowledge of current welfare benefits legislation and its practical application
- Experience of preparing and presenting cases in court in relation to rent arrears and possession proceedings demonstrating the ability to remain calm and resilient under pressure.
- Proficient in Microsoft Office applications, including Word and Excel
- Ability to use housing management systems
- Strong numerical and analytical skills with the ability to produce and interpret statistical data and reports
- Ability to present information in a variety of formats
- Up-to-date knowledge of housing legislation and policy
- Up-to-date knowledge of court procedures
- Strong organisational skills with the ability to prioritise workload effectively
- Flexible approach to working in a dynamic environment
- Sound judgement and decision-making skills
- Self-motivated and able to work independently.
- Strong team player with the ability to develop internal and external partnerships
- Commitment to continuous improvement and service development.
- Full clean driving licence.
- Ability to travel across the operating area.

## Desirable

- Experience using IBS Housing Management System.
- Experience using Dynamics Housing Management System
- Welsh language skills

# Terms and Conditions

## Current Salary

Total salary is **£39,200.26** 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:** Tuesday 5th May, 12pm midday

**Interview date:** 18th/19th May

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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