



Housing Partnership Coordinator

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



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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.

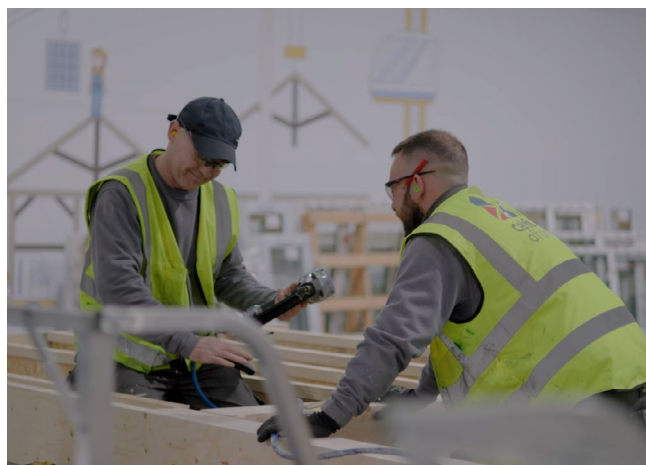
We have a new building programme that is worth around **£55m** each year and in the next five years, we intend to build **1,300 more homes**.

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

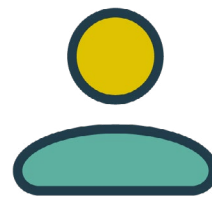
**Celtic
Offsite**

Timber frame
factory

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



Job Profile



Housing Partnership Coordinator

Reporting to

Senior Contract and Partnership Manager

Broad purpose of the post

We have an exciting opportunity to join us as a Housing Partnership Coordinator, and play a key role in ensuring our properties are managed in line with contractual, legal, regulatory, and compliance standards.

In this role, you will lead projects to improve team efficiency, including researching best practice, identifying gaps, and developing clear Standard Operating Procedures (SOPs).

As Housing Partnership Coordinator you will help strengthen partnerships and improve processes to deliver our vision - building homes, creating communities, and transforming lives.

You will also provide essential administrative support, maintaining key logs and trackers, and ensure actions are recorded and followed up, as well as support audit and governance processes, representing United Welsh professionally and building strong relationships with partners.

- Permanent, full-time, 35 hours
- £33,901.88 per annum
- Closes Monday 12th January, 12pm (midday)
- Interviews w/c 19th January

Key Accountabilities



Coordination and communication

- Provide day-to-day administrative support, including diary management, correspondence, and meeting arrangements for manager and wider team
- Act as the first point of contact for Support Providers and stakeholders, ensuring clear and timely communication
- Maintain and update key systems and trackers (risk/action logs, property schedules, compliance records, safeguarding markers)
- Handle document requests such as contracts and compliance certificates
- Assist with rent and service charge processes, system updates, and resident liaison
- Prepare documentation for legal processes and attend court when required
- Monitor and respond to legal requests (e.g., landlord consent)
- Ensure properties are well maintained in partnership with Support Providers
- Support health and safety compliance and audits, including property and office visits

Partnership management

- Build and manage strong relationships with an allocated portfolio of Support Providers
- Work collaboratively with partners to resolve housing management issues and maintain service standards
- Lead projects to improve services and operational efficiency
- Develop and update procedures and workflows based on data and feedback
- Produce clear reports summarising findings, recommendations, and lessons learned
- Track and report on service improvements

Housing and estate management

- Support compliance with the Renting Homes (Wales) Act and Welsh regulatory standards

Note: Occasional short evening or weekend work may be required to facilitate compliance access.

Personal Requirements

Essential

- Demonstrated experience or strong understanding of housing, supported housing, or care services, with awareness of current housing and homelessness issues in Wales
- Proven ability to build and maintain positive, professional relationships with organisations and stakeholders, showing a helpful, respectful approach, strong customer service skills, and empathy
- Clear and confident written and verbal communication, including the ability to produce accurate notes, letters, and reports suitable for internal and external audiences
- High level of accuracy when handling data and numbers, with strong attention to detail in all tasks.
- Ability to plan, prioritise, and manage workload effectively in a busy and changing environment, meeting deadlines without compromising quality
- Confident in using IT systems and Microsoft Office applications (Teams, Word, Excel) to manage tasks, data, and communication
- GCSEs (or equivalent) in English and Maths, or evidence of strong literacy and numeracy skills through work experience or qualifications
- Full UK driving licence and access to a vehicle for work purposes

Desirable

- Up-to-date knowledge of housing, support, or homelessness services and Welsh housing law (Renting Homes Wales Act).
- Experience writing clear and accurate reports
- Experience using data to identify trends, risks, or areas for improvement
- Experience in facilities management, health and safety, or fire safety and compliance.
- Experience supporting governance, audit, or Board reporting
- 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 **£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.



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 12th January, 12pm
Interview date: w/c 19th January

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](#).

