



# Housing Partnership Assistant

## 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](http://unitedwelsh.com/contact)

 [tellmemore@unitedwelsh.com](mailto:tellmemore@unitedwelsh.com)

 0330 159 6080

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# About Us

The United Welsh Group 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.

United Welsh provides almost **6,500 affordable homes** for people to enjoy a warm, safe place to live, with support from us.

We work hard to make a difference and step up when our communities need us. Providing homes is just the start.

We help people to live **happily and independently**, and we are ambitious about how we can help people to live their best lives.

We work with a range of partners including local and national government, the NHS and community organisations to improve wellbeing, tackle poverty, invest in greener communities, and challenge inequality at every turn.

The United Welsh Group employs over **400** people. 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.

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.



# About Us

**United Welsh**

**Celtic Horizons  
Ltd**

**Harmoni  
Homes Ltd**

Developing Homes for  
United Welsh

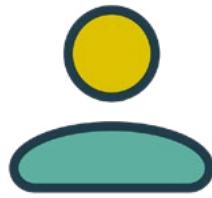
**Celtic  
Horizons**  
Asset  
Management

**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 Assistant

**Reporting to:**  
Senior Contracts and Partnership Manager

### Broad purpose of the post

United Welsh has contracts in place with Support Providers (formally referred to as Managing Agents) who provide support, care, and housing management services in hundreds of our properties. We work with many Support Providers who provide a diverse range of services, covering a wide variety of support needs.

The purpose of the Housing Partnership Assistant role is to support the Housing Partnership Team in ensuring properties are managed in accordance with relevant contractual, procedural, legal, and regulatory requirements. This involves working with Support Providers and other stakeholders to deliver a high quality, customer-focused, and efficient housing management service to our supported accommodation residents.

We aim to maintain strong partnerships with Support Providers and other relevant stakeholders as part of our wider vision of building homes, creating communities, and transforming lives.

This is a varied and challenging role that will give you the opportunity to use your skills and experience to make a real difference to the lives of our residents. You will be part of a supportive and friendly team, and you will have the opportunity to develop your skills and career.

# Key areas of responsibility



- Support the Partnership Team by providing direct liaison with managing agents and other relevant stakeholders
- Coordinate communication with stakeholders and ensure that all correspondence is dealt with promptly and efficiently
- Work pro-actively with managing agents to ensure that properties are managed to a high standard
- Assist with the annual rent and service charge setting process
- Monitor, triage, and manage Landlord's Consent requests
- Assist with the delivery of relevant project work
- Other duties as required
- Develop and maintain appropriate administrative systems that support you to organise and prioritise the needs of the business efficiently.

Effectively manage data to ensure we hold accurate information.

# Personal Requirements

## Essential

- Experience or understanding of working within housing, residential care, supported accommodation, or a related sector
- Excellent written and verbal communication skills
- Ability to work flexibly and to meet deadlines
- Ability to work independently and as part of a team
- Strong IT skills
- Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required
- Flexibility as some weekend and / or evening working may be required
- Access to transport as the post holder will be required to travel for work and events, predominantly in Caerphilly, Cardiff, Blaenau Gwent and Vale of Glamorgan.

## Desirable

- Current knowledge of Housing, Support and Homelessness legislation and housing policy
- Experience in Housing Management
- Experience in Support
- Ability to produce statistical reports and information
- Experience of Trauma Informed Practice.

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 **£31,500**.

## 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.

## 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.

# 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)
- **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
- As a testament to our approach and genuine commitment to learning, United Welsh holds the **Investors in People - Gold Award**
- We are committed to supporting applicants and staff with disabilities and hold the **Disability Confident Level 1 Award**
- We are committed to becoming a **menopause friendly employer**
- We are an Armed Forces friendly organisation and hold the **Armed Forces Covenant – Bronze Award**



promoting equality in housing  
hybu cydraddoldeb ym maes tai



INVESTORS IN PEOPLE | Gold



# How to apply

To apply, please send a copy of your **CV, a cover letter and the Equality, Diversity and Declaration of Interest form** to [jobs@unitedwelsh.com](mailto:jobs@unitedwelsh.com). In the cover letter, outline how your experience and values make you the right person to fulfil the key areas of responsibility of this post in no more than 1,000 words.

**If you do not send a cover letter and the EDI form along with your CV, you will be at risk of your application not being progressed further.**

**Closing date: Monday 6th November 2023, 5pm**

**Interview date: Tuesday 21st November 2023**

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. 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.

Please send any applications to [jobs@unitedwelsh.com](mailto:jobs@unitedwelsh.com) or deliver them to:  
FAO The People Team, United Welsh, Y Borth, 13 Beddau Way, Caerphilly, CF83 3AU. Our main office is open between 9am and 5pm, Monday to Friday.



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[www.unitedwelsh.com](http://www.unitedwelsh.com)

