



Cloud Engineer

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



tellmemore@unitedwelsh.com



0330 159 6080

Contents

- 1 About Us
- 3 Job Profile
- 4 Key Accountabilities
- 5 Personal Requirements
- 6 Terms and Conditions
- 7 Additional Benefits
- 8 How to apply



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 **6,300 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 **£35m** 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 United Welsh Group also incorporates our subsidiary Celtic Horizons Ltd which, in partnership, looks after all our property services, and Harmoni Homes Ltd, which builds affordable homes and homes for sale.

We are also developing a new social enterprise, Celtic Offsite, that will manufacture low carbon homes and support the local economy to thrive.

With almost **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.



About Us

United Welsh

**Celtic Horizons
Ltd**

**Harmoni
Homes Ltd**

Developing homes for
United Welsh

**Celtic
Horizons**

Asset
Management

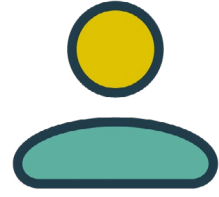
**Celtic
Offsite**

Timber frame
factory

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



Job Profile



Cloud Engineer

Reporting to
Senior Cloud Engineer

Broad purpose of the post

Due to an internal promotion, we are looking for a Cloud Engineer to join our Technology and Business Transformation team.

In this role you will provide first and second line support for operational technology that United Welsh relies on to deliver its services to stakeholders.

This includes building, configuring, administering and providing support for infrastructure solutions and services, maintaining the desktop estate used by United Welsh staff to access services, investigating problems in systems, processes, and services, assisting in the management of assets in the Cloud, and assisting in the implementation of the Disaster Recovery plan.

You will also assist in the management support for the wide range of relevant equipment deployed in our properties, from telephony to IoT sensors.

The role will require you to continually refresh your personal understanding of the facilities and services offered in the Cloud and transfer the operational workload to those services that are the most efficient and effective for the United Welsh Group.

- Full time, permanent
- £33, 601.66 per annum
- Closes Tuesday 20th August, 9am
- Interviews Wednesday 4th - Thursday 5th September

Key Accountabilities



- Ensure that technology services are available, delivered and used as required to support the Group's operational needs. Working with and support third parties in providing all infrastructure services.
- Assist in investigations into system problems and errors to resolve those issues in a timely and cost-effective manner.
- Working with suppliers and other institutions to keep up to date with industry trends, especially relating to Cloud technologies.
- Assist in the maintenance of a service portfolio catalogue of all infrastructure assets. This will include, but is not limited to, end-of-life dates and version information.
- Assist in the maintenance and updating of the Disaster Recovery plan, annually reviewing and testing the plan's effectiveness as required.
- Work with the Business Transformation team to transition new services into operational support.
- Work with colleagues to ensure that all systems are secure and compliant with security standards. This includes version levels and security patching.
- Ensure that United Welsh staff have the necessary hardware and software to carry out their duties.
- Provide training and learning for colleagues as required to make the best use of operational systems and hardware.



Personal Requirements

Essential

- Demonstrated evidence of understanding technology and computer operations.
- Demonstrated evidence of knowledge and experience of Microsoft technology stack.
- Proven ability to problem-solve and understand root causes of issues.
- Proven ability to work across multiple problems concurrently.
- Proven ability to understand priorities and focus on critical issues.
- Proven ability to communicate clearly at all levels.
- Proven ability to manage third party supplier contracts.
- Full UK drivers' license and access to a vehicle as regular travelling to properties across the business will be required.

Desirable

- Demonstrated evidence of experience of Microsoft Azure Cloud services.
- Demonstrated evidence of continual professional development
- Microsoft Cloud certification
- Cyber Security knowledge and certification
- Knowledge and experience of ITIL
- Proven ability to write reports that are understood at all levels to gain consensus.
- Knowledge and experience of Azure DevOps



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 **£33,601.66** 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.

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**



How to apply

To apply, please send a copy of your **CV and cover letter** to jobs@unitedwelsh.com. In the cover letter, please outline why you believe you would be successful in this role based on your experience and on the essential/desirable criteria in the job description, 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 20th August, 9am
Interviews: Wednesday 4th - Thursday 5th September

We do 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.



www.unitedwelsh.com

