



Living Well Estates Co-ordinator

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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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 **6,700 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.

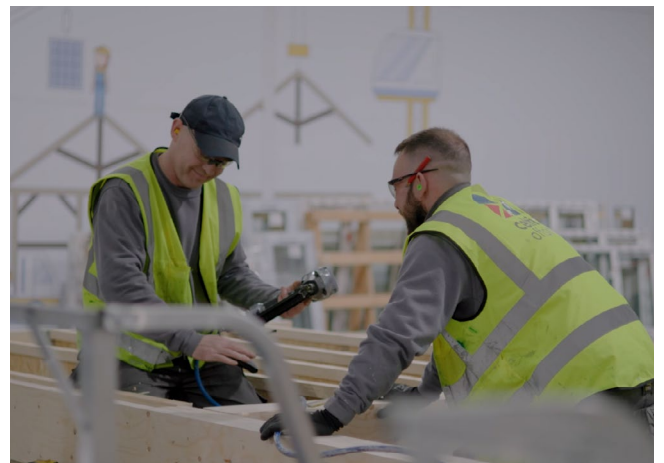
We have a new building programme that is worth around **£55m** each year and in the next five years, we intend to build **1,300 more homes**.

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.



About Us

United Welsh

**Celtic Horizons
Ltd**

**Harmoni
Homes Ltd**

Developing homes for
United Welsh

**Celtic
Horizons**

Asset
Management

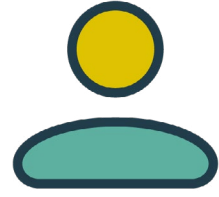
**Celtic
Offsite**

Timber frame
factory

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



Job Profile



Living Well Estates Co-ordinator

Reporting to

Living Well Team Leader

Broad purpose of the post

We are looking for someone with flexible communication skills and a solutions-based approach to join our Living Well team and help us deliver a person-centered service to our residents.

This is a pivotal role in the delivery of an excellent service for Living Well residents, ensuring that properties are maintained to a high standard, are safe and that improvement works are identified and carried out in an efficient and cost-effective manner.

Working in and around the Cardiff and Caerphilly area, you will work closely with Living Well and Celtic Horizons staff to provide an excellent service and ensure that our legal and regulatory requirements are met.

- Temporary until 31st March 2026
- Full time, 35 hours
- £27,000 per annum
- Closes 18th February 2025
- Interviews 24th February 2025

Key Accountabilities



- To deliver a person-centred service to Living Well residents, being a first point of contact for general enquiries and estate management and providing regular feedback.
- Ensuring schemes are well maintained by carrying out monthly estate inspections within an allocated area and proactively escalating any concerns to Celtic Horizons or Housing Co-ordinators.
- Coordinate contractor visits to schemes where appropriate, and communicating these visits to residents and colleagues.
- Remedy any risks highlighted through Fire Risk Assessments within given timescales.
- Carry out Person-Centred Fire Risk Assessments with residents.
- Identify and escalate risk situations including safeguarding, fire safety, health and safety and insurance liability.
- Work with colleagues to identify and deliver estate improvements, preparing budget bid requests to Living Well management/Assets teams as necessary.
- Taking responsibility for key management and fob programming at designated sites.
- Carry out weekly fire alarm checks at designated sites on a regular and ad-hoc basis.
- To coordinate/project manage estate management projects for the team.
- Supporting the wider team with site cover as needed.
- Carrying out all duties in accordance with relevant policies and procedures.



Personal Requirements

Essential

- An understanding of the challenges affecting older people and those with additional needs.
- Experience of working with others to achieve targets and tasks.
- Flexible communication skills with an ability to convey information clearly and confidently.
- Ability to identify safeguarding and use appropriate reporting mechanisms.
- Ability to work under own initiative and as part of a team.
- Demonstrated knowledge of Microsoft Office packages and the use of database systems.
- Good organisational and time management skills.
- Practical and logical with a solutions-based approach.
- Awareness of confidentiality and data protection.
- Full UK driving license and access to a vehicle with the ability to work across all Living Well sites.



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 **£27,000** 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.

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)
- 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
- 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 18th February, 9am
Interview date: 24th February

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.



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