



Service Charge Officer

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.

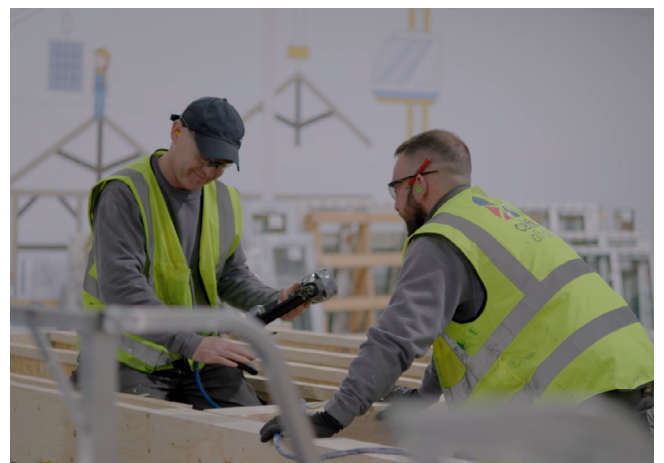
We have a new building programme that is worth around **£55m** each year and in the next five years, we intend to build **1,300 more homes**.

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.



About Us

United Welsh

**Celtic Horizons
Ltd**

**Harmoni
Homes Ltd**

Developing homes for
United Welsh

**Celtic
Horizons**

Asset
Management

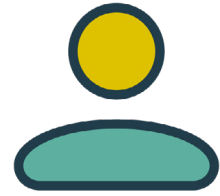
**Celtic
Offsite**

Timber frame
factory

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



Job Profile



Service Charge Officer

Reporting to
Service Charge Lead

Broad purpose of the post

We're looking for someone with excellent numerical and organisational skills to join our Service Charge team as Service Charge Officer.

In this role you'll be responsible for the administration of service charges across the organisation, making sure data is accurate and up to date.

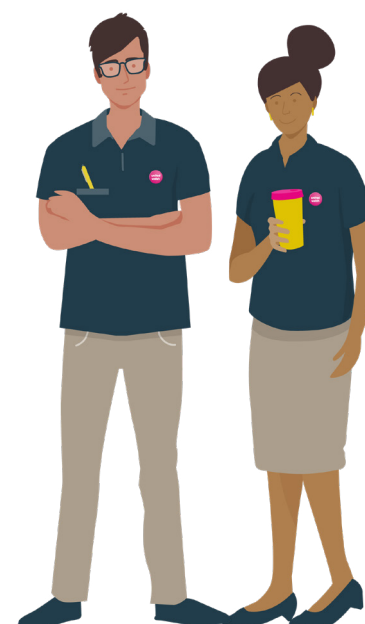
If you're a strong communicator and are excellent at problem solving, we'd love to hear from you.

- Permanent, full time
- £31,482 per annum
- Closes 24th February, 9am
- Interviews 5th March

Key Accountabilities



- To prepare and manage service charge budgets across all contract types
- To prepare service charge increase notices and apply the annual service charge upload to resident accounts across all contract types
- To maintain and update service charge information across all contract types
- To make sure service charges are budgeted and charged fairly and in accordance with relevant legislation, regulatory requirements, and good practice
- To assist in the preparation of service charge calculations for new schemes
- To monitor and forecast monthly income and costs against budget
- To identify potential overspends and work with relevant staff to remedy
- To identify and resolve areas of inconsistency in costs and apportionment of costs
- To work with our repairs and maintenance service Celtic Horizons to make sure costs are correctly calculated, allocated and received in a timely manner
- To work with relevant departments when issues are identified and keep accurate records of progress
- To assist the income team when required



Personal Requirements

Essential

- Excellent problem-solving, strong organisational skills and the ability to prioritise your workload
- The ability to work on your own initiative with minimum supervision and able to deal with changing priorities to suit business needs
- Good interpersonal and customer service skills
- Ability to find innovative solutions to improve overall performance and deliver identified improvements
- Ability to produce statistical reports and information in a wide variety of formats
- Ability to analyse and interpret complex data
- Advanced level knowledge of Excel
- Excellent numeracy skills, with experience of using and working with financial data
- Strong customer focus, making sure customers are central to decisions that are made
- Ability to demonstrate tenacity and resourcefulness when faced with barriers and problems.

Desirable

- Experience working for a housing association or within a similar sector
- Experience in the estimating, calculating, budgeting, accounting and management of service charges
- Knowledge of the full Office 365 suite
- Advanced knowledge of housing and finance systems
- Accountancy or similar qualification
- Up-to-date knowledge of service charges and related legislation (including s.20).

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 **£31,482** 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: 24th February, 9am
Interview date: 5th March

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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