

Rent Officer

Applicant Information Pack



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

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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.

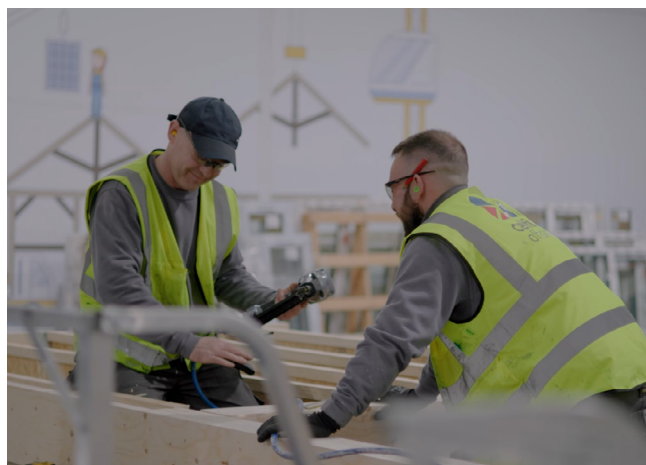
We have a new building programme that is worth around **£55m** each year and in the next five years, we intend to build **1,300 more homes**.

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

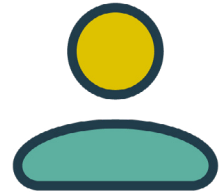
**Celtic
Horizons**
Asset
Management

**Celtic
Offsite**
Timber frame
factory

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



Job Profile



Rent Officer

Reporting to
Rent Team Leader

Broad purpose of the post

We're looking for a Rent Officer to join our Income and Money Advice team, providing a customer-focused income collection and arrears recovery service.

You'll provide advice, guidance, and support to residents in help them manage their contracts successfully. You'll work closely with our Money Advisors and Sustainability Officers to provide specialist support and advice where needed.

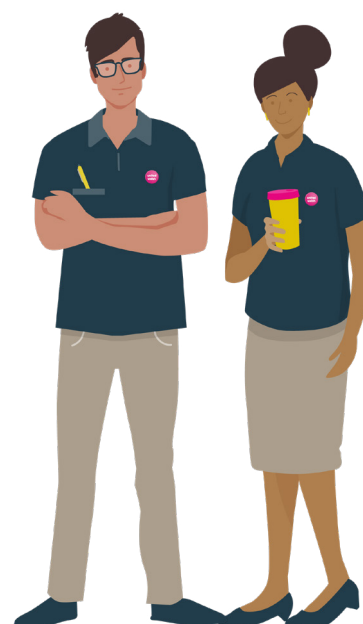
If you have strong communication skills, are dedicated to delivering exceptional customer service and have experience in rent collection and arrears recovery, we'd love to hear from you.

- Temporary until 31st December 2025
- Full time, 35 hours
- £37,765.18 per annum
- Closes Tuesday 22nd April 2025
- Interviews w/c 28th April 2025

Key Accountabilities



- Prevent arrears escalation by supporting residents with financial obligations, household budgeting, income maximisation, benefit applications, and onward referrals (e.g. debt advice).
- Manage rent accounts in line with policies to maximise income, achieve KPIs, and maintain financial strength.
- Provide intensive support during early tenancy for at-risk residents to ensure sustainability.
- Promote a payment culture and suggest effective payment methods tailored to individual circumstances.
- Identify and support residents at risk due to welfare reform, focusing on Universal Credit claims.
- Prepare and issue notices as per policies and procedures.
- Negotiate payment arrangements based on income and expenditure and take necessary legal actions, including court applications and hearings.
- Develop partnerships with external agencies, signpost services, and collaborate on initiatives to improve local services.
- Demonstrate a proactive, “can-do” attitude, continually improving personal and team performance within organisational policies and values.
- Attend liaison meetings with local authorities and external agencies.
- Participate in benefit take-up campaigns and liaise with local authorities and DWP on claims.
- Adhere to safeguarding policies and report any concerns.
- Promote digital inclusion for better access to services.
- Fulfil additional duties to ensure quality standards and KPIs are met.



Personal Requirements

Essential

- Comprehensive knowledge of housing legislation, policy, and court procedures.
- Proficient numeracy, written, and verbal communication skills, adaptable to diverse formats and audiences.
- Skilled at building trusting customer relationships while effectively managing difficult conversations.
- Strong commitment to delivering exceptional, inclusive, and respectful customer service.
- Ability to plan, prioritise, and remain calm under pressure in dynamic environments.
- Resilient in handling unpredictable situations and making sound decisions.
- Confident, proactive self-starter who thrives independently and as part of a team.
- Experienced in fostering effective internal and external partnerships.
- Competent with Microsoft Office packages (Word, Excel) and housing management systems.
- Ability to produce and present statistical reports and information in various formats.
- Proven ability to work with individuals from diverse backgrounds and needs.
- Demonstrated experience in delivering outstanding customer service through effective communication and interpersonal skills.
- Track record of developing partnerships to achieve positive outcomes.

Desirable

- Knowledge and familiarity with asset management databases and how they support asset management strategies
- Demonstrated experience in delivering outstanding customer service through effective communication and interpersonal skills.
- An understanding of sustainability and the move toward low carbon/zero carbon initiatives in relation to the built environment
- Direct experience of working for or with a social housing provider
- A working knowledge of Welsh Government social housing policy initiatives and legislation.

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 **£37,765.18** 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.

Please note that 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**
- **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
- 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 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 22nd April 2025
Interview date: w/c 28th April 2025

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](#).



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