



Senior Housing Officer

Up to £43,116

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About Beacon

Beacon Cymru results from the merger in January 2025 of Coastal Housing and RHA Wales: two respected community landlords with reputations for excellence, innovation and being a positive force in the communities where they work.

At Beacon we're a team in the truest sense of the word. We value relationships highly, so we invest in them daily. As a result, our workplace culture is open, trusting and respectful. It's also safe, which we think is pretty critical to encouraging new ideas and approaches.

We employ almost 380 people across south west Wales and we trust every single one of them to know, and do, their work in the way that gets the best results for residents, the local community and the planet.

Beacon owns and manages almost 9,000 homes across South Wales. We aim to be an organisation for the future; one which constantly raises the bar to deliver improved services and homes for residents. We aim to deliver a greater number of new, high-quality homes each year; we're focused on growth and investment in existing homes and services, and we're a more resilient organisation with a wider geographical reach. We currently have over 500 new homes under constructions across the regions where we operate.

Beacon vision is to provide better places for people and the planet. Our purpose is to create lasting change you can see, through affordable homes, sustainable neighbourhoods, and vibrant town and city centres.

This is supported by our digital vision, which is to use technology to support and enable our aims and priorities, and to enhance our services, communication and interaction with residents and businesses across the communities in which we work. In doing this we will endeavour to create opportunities through our digital strategy for resident focus, innovation and sustainability.



Job Title:	Senior Housing Officer
Place of work:	Carmarthenshire/Swansea/Neath/Port Talbot/Bridgend/RCT
Hours of work:	35 Hours per week, Hybrid
Salary:	Up to £43,116

Our location

Operating across Swansea, Rhondda Cynon Taf, Bridgend, Neath Port Talbot and Carmarthenshire, we have the Gower's world class beaches, beautiful natural landscapes and the Welsh valley's rich industrial heritage on our doorsteps. Swansea and the wider regions where we operate offer world class educational institutions, and the ongoing regeneration across the areas in which we are based bring creativity, thriving communities and friendly places to live and work.

Job Summary

The neighbourhood housing teams have the day-to-day responsibility for ensuring that all applicants and residents of Beacon Cymru receive an excellent service.

The Neighbourhood housing teams are split into geographic areas and each community housing manager has the responsibility for the service within their "patch". You will work closely with the Community Housing Manager of your team and directly line manage the community housing officers working on rent management within the team.

The neighbourhood housing teams provide a generic service and pull in specialist expertise when required. At Beacon we have 2 neighbourhood housing teams that are each responsible for an area. Each area is split into patches, each patch within the team will have two community housing officers, at any one time the community housing officers will either be responsible for the rent or contract management within their patch.

The work of the neighbourhood team includes the letting of the properties, collecting rents and ensuring that tenancies are sustainable and the people we work with are able to live their good life.



Purpose of Role

The community housing officers have the day-to-day responsibility for delivering on the following within their patch:

- Allocations & letting of vacant properties
- Rent management
- Anti-social behaviour (low level)
- Tenancy Management – including building safety and ensuring access for compliance tests.

As a Senior Housing Officer, the focus is on:

- Helping the community housing officers [s](#) to stick to principles
- Working collaboratively to solve problems that their team members can't solve themselves
- Ensuring that decisions are based on knowledge and data, not opinions or assumptions
- Ensuring that the quality of service delivered within the teams is consistent and of a high standard
- Ensuring the team members are adequately trained and have the knowledge and experience to deliver an outstanding service.

Responsibilities

- Ensure an excellent standard of service is provided to all applicants and residents
- Preserve systems thinking as the method for improvement, leading by example:
 1. Performance is driven by the systems we design and the thinking that underpins these
 2. Purpose, measures and method need to be clearly defined
 3. Understanding demand, identifying value and analysing the flow of work are central to the method
 4. We use the cycle of 'check, plan, do' when studying a system and experimenting with new ways of working
- Provide outstanding leadership and management of the community housing officers (rents), ensuring high levels of communication, collaboration and cooperation.
- Embody the organisation's values and model appropriate leadership behaviours at all times and in all areas of accountability.
- Champion the use of restorative and asset-based approaches and enable a culture of high support/high challenge across all activities, duties and functions.
- Have an awareness of own personal development needs and team members. To actively seek to keep up to date with any changes in legislation, regulation and policies. To recognise and identify any skills gaps in the team and address accordingly through a variety of means.
- Ensure adequate cover is proved by the team at all times.

- Provide cover and work closely with other Senior Officers and Managers across the Housing teams including Community Safety, Customer Services & Lettings

Workplace Responsibilities

- Comply with Health and Safety regulations and the Group's working procedures
- Treat colleagues, clients and stakeholders in a fair, non-discriminatory way

NB. This is not exhaustive and may change to meet the needs of Beacon Cymru Group.

Essential	Desirable	Person Specification	
		Education	
✓		Literate and numerate	
	✓	A relevant degree or equivalent experience	
✓		Evidence of ongoing continuous professional development	
	✓	Chartered Institute of Housing membership	
Experience			
	✓	Proven successful leadership at supervisor level in forward thinking innovative organisation	
✓		Extensive knowledge of providing a housing management service	
	✓	A practical understanding of experience in implementing systems thinking within a service organisation	
✓		Knowledge and understanding of housing needs and the importance of building and sustaining strong communities	
✓		Functional experience of housing, the current market and its customers	
✓		Experience of operational planning and policy implementation	
Skills & Knowledge			
✓		Good team building and facilitation skills	
✓		Flexible, adaptable and a good listener	
✓		Team player with an open and honest manner	
✓		Ability to work autonomously and experience of project management	
	✓	Ability to communicate in Welsh	
✓		Good analytical skills and an ability monitor measures	
✓		Diplomatic and able to handle matters sensitively	

✓		Excellent interpersonal skills, with the ability to communicate clearly and with influence, in writing, verbally and numerically
✓		Excellent IT skills, with the ability to understand and report on business information and measures.
✓		Report writing and presentation skills; able to explain complex matters simply
Personal Qualities		
✓		Able to recognise and adhere to professional boundaries
✓		Resilient and able to adapt and help shape change
✓		Self-aware and committed to own CPD as well as that of the team
✓		Ability to develop a culture of high performance, innovation, creativity and learning
✓		Able to foster a culture of continuous development and improvement by encouraging and responding to contributions from all levels of the organization and customer groups
✓		Ability to network and build positive working relationships and partnerships with a wide range of stakeholders
✓		Able to work under pressure and public scrutiny and deliver results to tight deadlines
✓		Credible, inspiring, approachable with outstanding interpersonal skills
General		
✓		Committed to attending some evening and weekend meetings and events as required.
✓		Willing to contribute to and be actively involved in engagement activities and events
✓		Full driving licence and access to a car; or able to demonstrate ability to be fully mobile in the role
✓		Clear enhanced disclosure and barring service check (DBS)

Next steps

If this seems the job for you can apply online 24/7 right up until **10/11/2026**

If you'd like to chat to us about the role before you apply, please contact Kevin Hedges on 07458 036547

You can save your application progress through our online application system so you don't need to do the entire thing in one go. We are not accepting CV's for this vacancy.

Here's a whistlestop tour of our typical recruitment process so you know what to expect:

- Complete and submit the application form online before the closing date and time shown.
- We'll review all applications and let you know whether or not you've been shortlisted.
- If you are successful we'll invite you to come and meet us for an interview on the 18th November. Please ensure you are available for these dates prior to applying as we will not be able to offer alternative dates.
- If you're successful, we'll make you an offer.
- Once you've accepted our offer, we'll follow up your references and check your eligibility to work in the UK – if the role requires it, we'll also carry out a DBS check.
- Once that's all done, we'll send you a contract and confirm your start date.
- Welcome to **#TeamBeacon!** There's a 6 month probationary period from your start date and your manager and HR will support you throughout.

Our benefits

Beacon offers a wide range of benefits including:



30 days annual leave, plus an additional 2 days leave at Christmas!



Enhanced family friendly leave, including paid dependency leave.



Defined contribution pension with included life assurance of 3 times your salary.



Enhanced company sick pay.



Extensive wellbeing offer.

Want to see the full range of benefits?
Visit beacon.cymru/jobs

