



# Community Housing Officer

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£38,544

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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.





<b>Job Title:</b>	Community Housing Officer
<b>Place of work:</b>	Hybrid – Office, home working and within the community
<b>Hours of work:</b>	35hrs Monday to Friday
<b>Salary:</b>	£38,544

## Our location

Operating across Swansea, Rhondda Cynon Taf, 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

Beacon has a long history of working in a systems thinking way and we continue to be committed to it. This means we design how we work to deliver maximum value (as defined by people we serve), we seek to remove waste and bureaucracy, and we use method and measures to study 'how the work works'.

The community housing teams have the day-to-day responsibility for ensuring that all applicants and residents of Beacon Cymru Group receive an excellent service. The community housing teams provide a holistic service and pull in specialist expertise. There are community housing managers and senior housing officers responsible for service delivery in geographical areas across South Wales.



## **Purpose of Role**

To create lasting change you can see, through affordable homes, sustainable neighbourhoods, and vibrant town and city centres.

To ensure this is achieved, the Community Housing Officers' overall purpose will be to deliver an outstanding Housing Management Service in contract and rent management.

## **General Responsibilities**

The role is community based, and a significant proportion of your time will be working in the community. The role is split up with two areas of responsibility which are rent and contract management. There will always been two housing officers working on one patch and you will each have a separate focus either on rent management or contract management as detailed below.

## **Daily Responsibilities**

### **Rent Management Focus:**

#### **1. Rent Management/Financial Inclusion**

In dealing with rent management, the Community Housing Officer will consider all actions against a background of financial inclusion and welfare reform.

To this end, the Community Housing Officer will proactively provide information and guidance as required by the resident in order to ensure rent payments are made and on time. Ensuring rent accounts are managed in line with the rent management policy.

Responsibilities Include:

- You have responsibility of managing rent account obligations and rent management actions in accordance with Renting Homes (Wales) Act legislation
- Responsible for rent management from start of contact to end of contract and preparing legal and court action when necessary
- Agreeing and maintaining a payment plan with residents. Amending them where necessary
- Open discussions with residents about their finances and sign posting them to appropriate agencies if required
- Providing guidance on how to navigate welfare reforms and use appropriate tools to assist residents in determining their own eligibility
- Supplying detailed information on how residents can gain financial assistance with rent payments

- To work with data provided by the Rent Management Team and payment advisors to provide case management
- Keeping in regular contact with the residents on all matters relating to their finances using a variety of methods via their preferred communication method
- Having an awareness of the resident's ability to understand their own financial situation and ability to make priority payments
- Understanding the importance of an open and honest personal budget and any tools which may assist residents maintaining their rent payments
- Encouraging the resident to use any mobile applications to pay rent e.g., Allpay App; Pay by link; online payments
- Maintain accurate records and systems
- Coordinate and oversee cases for court and where required, prepare, present and give evidence in Court to conclusion

## **2. Void Control/Lettings and Allocations**

Efficient use of housing stock is crucial, and the Community Housing Officer will be proactive and assist with the end-to-end process of managing voids, allocations and lettings in their area. Stock should be managed with void levels being kept to a minimum and an understanding of the implication of void costs.

This will be achieved by:

- Making use of available financial checks
- Assist in the allocation making decisions, based on knowledge of external factors such as spare room subsidy
- Establish a payment plan with new residents prior to signing to meet the rent charge. Taking first payment, setting up direct debit or assisting with a benefit claims
- Complete signings at the start of the contract with resident

## **3. Housing Management**

The Community Housing Officer will ensure an outstanding standard of service delivery. To attain this, they will:

- Be fully familiar with their area of stock and the community within which they operate
- Use available data and systems to obtain detailed information about individual residents and the community as a whole
- Be proactive in building a strong relationship with residents using different methods as led by the residents
- Work within a multidisciplinary department pulling in expertise when needed

- Liaise with the Community Safety Team and the other Community Housing Officer within the same patch for appropriate action to prevent any further problems e.g., Restorative approaches, Mediation, court action and any other methods of resolving the issue.
- Pull in additional resources and expertise from other sections and agencies as required, both internally and externally

## **5. Community Inclusion**

The Group is committed to ensuring that all residents have an opportunity to contribute, where they wish, to the decisions that affect their homes and communities, and to provide services that residents want.

To achieve this the Community Housing Officer will be pulled in for financial inclusion impact during community inclusion and services.

## **6. Recharges**

Day to day responsibility for the recharge payments on accounts, which includes Collection.

## **Contract Management Focus:**

### **1. Void Control/Lettings and Allocations**

Efficient use of housing stock is crucial, and the Community Housing Officer will be proactive and responsible for the end-to-end process of managing voids, allocations and lettings in their area. Stock should be managed with void levels being kept to a minimum and an understanding of the implication of void costs.

This will be achieved by:

- Working proactively with applicants prior to allocation
- Completing assessments with applicants and residents prior to allocation
- Working with the other Community Housing Officer on the patch to undertake an affordability assessment
- Meeting commitments to nominees of the Local Authority
- Working with the maintenance department as required with the inspection of properties and ensuring that standards are met both pre and post void work
- Complete viewings with incoming residents at the properties

### **3. Housing Management**

The Community Housing Officer will ensure an outstanding standard of service delivery. To attain this, they will:

- You have the day-to-day responsibility of tenancy management within occupational contracts in accordance with Renting Homes (Wales) Act legislation. Including the requirement to work with maintenance teams to ensure contracts holders are complying with the terms of their contract in relation to clauses that effect fitness for human habitation and safety checks.
- Responsible for acting on breach of clauses with the exception of Rent from the start of contact to the end of contract, and preparing legal and court action when necessary
- Actively contact and visit residents who have not made contact with Beacon (including no repairs requests) within a 12-month period
- Manage reports of Anti-Social Behaviour in your area at the earliest opportunity before 'pulling-in' the Community Safety Team where needed.
- Advise contract holders when a recharge has been added to their account when a charge has been applied in accordance with occupation contract.

### **4. Estate Management**

To achieve this, they will take a proactive approach by making regular visits, both informal and formal, to the area which they manage. As well as taking their own view on the kerb appeal of properties and schemes, Officers will involve residents, Caretakers, Maintenance Team and other colleagues.

### **5. Community Inclusion**

Beacon is committed to ensuring that all residents have an opportunity to contribute, where they wish, to the decisions that affect their homes and communities, and to provide services that residents want, working with the resident engagement team.

### **6. New Developments**

The Community Housing Officer will be aware of the demand for housing in their area of responsibility and be expected to respond to the needs of the Development Department accordingly, including:

## **All Community Housing Officers will focus on the following:**

### **7. Manage Relationships**

To develop and maintain relationships with other departments within Beacon and stakeholders. The Community Housing Officer will work with colleagues and outside agencies on various groups and forums providing a housing management perspective as required. Providing feedback and implementing changes will be fundamental.

This responsibility will include:

- Managing relationships to foster a good working environment to meet shared aims and objectives
- Attend external and internal meetings as a representative of Beacon
- Involving and working with agencies i.e., social services, local authority, the police and local councillors
- Taking the lead on partnership meetings and sharing any relevant information with the wider team
- Responding to demand within the wider area of your team when necessary

### **8. Training/Development**

The Community Housing Officer will have an awareness of their own personal development needs. They will actively seek to keep up to date with any changes in housing practice, law, etc. They will recognise and identify any skill gaps and address accordingly through a variety of means. Vocational and Professional Studies are encouraged, and individual learning styles are recognised and taken into account.

### **9. Health & Safety**

To comply with Health and Safety regulations and the Group's working procedures

### **10. Equal Opportunities**

To treat colleagues and clients in a fair and non-discriminatory way

### **11. Any Other Duties**

To carry out any other duties reasonably requested by the Group

**This job description is not exhaustive and may change to meet organisational needs.**



Qualities	Essential / Desirable
Confident, with excellent communication skills that demonstrate an ability to listen, mediate, negotiate and influence	E
Good people skills with a sense of humour, and the ability to adapt to a diverse range of situations/people	E
Displays teamwork and leadership qualities and is an effective role model	E
Demonstrates leadership behaviours and has credibility with employees at all levels	E
Confidently able to manage relationships where there is potential for disagreements and/or volatile situations	E
Proactive approach to problem solving	E
Able to weigh up situations and act upon and make decisions	E
Enjoys helping people and is empathetic to individual's circumstances	E
Treats people fairly without judgment	E
Good organisational and time management skills	E
Driven to achieve results with high standards and expectations of service delivery	E
Innovative and receptive to change	E
Demonstrates teamwork and leadership qualities	E
Commitment to the values, aims and objectives of Coastal	E
Self-aware and committed to own continuous development	E
Encourages creativity and fresh ideas	E
Worked in a challenging and changing environment with an emphasis on delivering what the customer wants	E
Proven experience within Housing Management	E

A demonstrative experience of Housing Law Policy and Practice	<b>E</b>
A sound knowledge of Landlord and Tenant legislation and best practice, supported by practical experience.	<b>E</b>
A basic understanding of building construction	<b>E</b>
A good understanding of relevant government policy, as well as an understanding of current housing issues.	<b>E</b>
Practical experience in customer or solution focused services	<b>E</b>
Able to impartially investigate situations to inform decision making that is fair and non-discriminatory	<b>E</b>
Proactively contribute to working groups and projects	<b>E</b>
Able to work under pressure and crisis manage	<b>E</b>
Able to use own initiative	<b>E</b>
Computer literate and able to use a range of software	<b>E</b>
Full Driving License and the ability to be fully mobile in the role	<b>E</b>
Enhanced Disclosure and Barring Service Check	<b>E</b>
A relevant degree or equivalent experience	<b>D</b>
Chartered Institute of Housing membership	<b>D</b>
A knowledge of effective strategies available in the management of ASB, supported by practical experience	<b>D</b>
Fluent Welsh Speaker	<b>D</b>

## Next steps

If this seems the job for you can apply online 24/7 right up until **5<sup>th</sup> January 2026 at 9am.**

If you'd like to chat to us about the role before you apply, please contact Kirsty Thomas on 07971 616796 or Chevonne Worth on 07794 214542.

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, we'll invite you to come and meet us for an Assessment Day on either **Monday 12<sup>th</sup> January 2026**. 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](https://beacon.cymru/jobs)

