



Extra Care Deputy Manager

£34,166

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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:	Extra Care Deputy Manager
Place of work:	Extra Care, Ty Twyn Teg, Neath & Ysbryd Y Mor, Port Talbot
Hours of work:	35hrs Monday to Friday
Salary:	£34,166

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

Beacon Cymru's Extra Care developments provide purpose-built housing that enables individuals to regain or retain their independence through the design of the building, services and support on offer.

Working as the Extra Care Deputy Manager, you will be assisting the Extra Care Manager in ensuring that the service across Ty Twyn Teg and Ysbryd Y Mor is of high quality. You will also be responsible for the day to day operational management of Ty Twyn Teg.

The Extra Care Deputy Manager will promote a positive, respectful and inclusive culture across the Extra Care service to enable residents to retain their independence, individuality and self respect.



Core Duties

Leadership

- Be an inspiring role model and provide excellent leadership to ensure a high level of performance, both on an individual and team basis.
- Lead and motivate the Ty Twyn Teg Extra Care team in their day-to-day responsibility for ensuring that all applicants and residents of Beacon Cymru receive excellent service.
- Champion and work in accordance with the Groups strategies in sustainability, people, equality and diversity and any other relevant policies and strategies
- Work closely with the Extra Care Manager and the Head of Specialised Housing to deliver on relevant strategies and improvement plans .

Line Management

- Assist the Extra Care Manager in delivering the Extra Care service across Ty Twyn Teg and Ysbryd Y Mor.
- Assist the Extra Care Manager in recruitment and development of all Extra Care staff.
- Ensure a learning culture is promoted within the team by supporting appropriate learning and development opportunities for staff in line with departmental and organisational priorities
- Create and maintain effective relationships and an environment in which staff have the skills, knowledge and capacity to do their job.
- Assist the Extra Care Manager to address & resolve complex staffing or cultural issues.
- Be responsible for the line management of :
 - Extra Care Night Assistants
 - TTT – Maintenance Assistant
 - TTT - Cleaner

Extra Care

- Assist the Extra Care Manager in ensuring that both schemes operate effectively over a 365 day cycle.
- Participate in the cover of the scheme by working shifts as required.
- Be responsible for the day to day running of TTT.
- Act as main point of contact on site for staff, residents, visitors and contractors at TTT.
- Respond to housing management / neighbour issues.
- Act as a visible presence in managing the impact of ongoing building works on residents.
- Provide operational cover at both schemes in Extra Care Manager's absence
- Maintain effective communication across both schemes and with senior managers.
- Attend external and internal meetings as a representative of Beacon as required.

- Assist the Extra Care manager in providing escalation support for complex operational issues.
- Work closely with external agencies, such as community groups and service providers to make sure that Extra Care residents enjoy a joined-up approach to their support, care and tenancy.
- Promote a positive culture, ensuring residents feel safe supported and informed
- Assist the Extra Care Manager in the safeguarding process.
- Assist the Extra Care Manager in managing voids, allocations & lettings.
- Assist the Extra Care Manager in the management of HSG Support Service inc. monitoring & reporting
- Assist the Extra Care Manager in maintaining oversight of compliance checks.

Data/Business Intelligence

- Ensure Extra Care staff record data effectively to enable the accurate and timely reporting of management information and measures as well as statutory and regulatory returns
- Maintain high standards of information governance and confidentiality at all times ensuring such practice is embedded within the team
- Enable the effectiveness of the business improvement and insight by ensuring data integrity across all areas of operational responsibility.
- Assist the Extra Care Manager in maximising use of data and insight to support effective decision making and continuous improvement
- Assist the Extra Care Manager in working collaboratively with the technology team to implement and maintain systems that ensure Beacon's data is stored, managed and maintained effectively and safely.
- Assist the Extra Care Manager in responding to themes identified through satisfaction data and other sources of feedback to implement action plans and improvement initiatives that deliver greater value to residents and applicants.

General Responsibilities

- In line with Data Protection legislation, adhere to the highest standards of confidentiality and data management, always following the Association's processes.
- Create and sustain an effective narrative of the group's objectives and vision that enables good communication both internally and externally.
- Always embody the organisation's values and model appropriate leadership behaviours in all areas of accountability
- To treat others in a fair and non-discriminatory way
- This post on occasion will require the post holder to work flexibly including some evenings or weekends.
- Carry out any other duties reasonably determined by the Chief Executive, Executive or Director of Operations or Director of Homes and Communities

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

Qualities	Essential / Desirable
Demonstrates leadership behaviours and has credibility with employees at all levels	E
Displays teamwork and leadership qualities and is an effective role model	E
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
Confidently able to manage relationships where there is potential for disagreements and/or volatile situations	E
Self-aware and committed to own continuous development as well as that of the team	E
Innovative, adaptable, receptive to change with the ability to positively manage change	E
Encourages creativity and fresh ideas with a willingness to take a 'different approach'	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 Beacon	E
Demonstrate excellent IT expertise with the ability to use a range of software including Access, Word and Excel	E

Have excellent keyboard skills with attention to accuracy and detail	E
A basic understanding of building construction	D
Previous experience of working with over 55 age group	D
Welsh speaker	D
Full valid driving licence or ability to be fully mobile	E
Enhanced DBS check	E
Prepared to work evenings and weekends as the role requires.	E
Worked in a challenging and changing environment with an emphasis on delivering what the customer wants	E
Proven experience within Housing Management	D

Next steps

If this seems the job for you can apply online 24/7 right up until **9am on 3rd July 2026**.

If you'd like to chat to us about the role before you apply, please contact Rosa May Harris on 07458031840.

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 14/07/2026. 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

