



ClwydAlyn

Department: Affordable Homes

Job Overview

Group Homes Officer

Permanent

- £33,773 per year
- North Wales, Field Based
- 37 hours per week – Hybrid / flexible working



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Group Homes Officer

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| Department: | Affordable Homes |
| Salary | £33,773 per annum |
| Location: | North Wales, St Asaph Business Park & Nearest Hot desk |
| Hours: | 37 hours a week |

Job purpose: As a Group Homes Officer, you'll play a key role in delivering high-quality specialist housing services across our indirectly managed homes. Working in partnership with Managing Agents, care and support providers, residents, and local authorities, you'll help ensure that homes are safe, well-maintained, and meet the diverse needs of the people living in them. You'll contribute to building strong communities by monitoring compliance, promoting high standards of service, and supporting the wellbeing of residents.

This is a varied and meaningful role where you'll make a real difference. You'll help resolve complex issues with empathy, champion inclusive and effective practices, and contribute to shaping services that reflect both community priorities and ClwydAlyn's values. You'll act as a key connection between the organisation and our partners, promoting collaboration and respect in everything you do.

Qualifications: Holding a valid driving licence is essential for this role

An enhanced DBS check will be required for this role. ClwydAlyn will pay for this.

Is this role right for me?

If you're someone who's passionate about making a difference in communities and values fairness, this could be a great opportunity for you. You don't need to come from a traditional housing background — if you're organised, good with people, and confident handling a variety of tasks, we'd love to hear from you.

Whether you've gained your experience through work, volunteering, or life, what matters most is your commitment to delivering a great service and your willingness to learn and grow in the role.



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Group Homes Officer

Working as a Group Homes Officer for ClwydAlyn

Being a Group Homes Officer at ClwydAlyn is an opportunity to make a real difference in people's lives and contribute to building safer, more supportive communities. ClwydAlyn's mission is *Together to Beat Poverty*, and this role gives you a chance to play an important part in that vision by ensuring our homes are safe, well-maintained, and financially sustainable.

As part of your role, you'll work closely with our Managing Agents, care and support providers, residents, and local authorities to monitor housing services, address issues as they arise, and help create thriving communities. Whether you're managing contracts, maintaining compliance, specialist adaptations resolving tenant / managing agent concerns, or collaborating on new projects, you'll be actively involved in driving positive outcomes for the people we serve.

A key part of the role is supporting the line management of a affordable homes assistant. You'll not only guide and mentor them, but you'll also be invested in their professional development and empower them to grow in their role, develop new skills, and build confidence in their work. Through regular feedback, coaching, and professional development opportunities, you'll help them reach their full potential. At ClwydAlyn, we foster a culture of learning, and as a line manager, you'll benefit from training and resources to further enhance your own leadership and management skills.

Working at ClwydAlyn means being part of a passionate, supportive team where the wellbeing of employees is just as important as the people we serve. We value the diversity and individuality of our team members, and we believe that different perspectives make us stronger. We offer flexible working options, development opportunities, and a culture that values kindness, hope, and trust.

ClwydAlyn has also been recognised for its commitment to mental health and wellbeing, earning national awards for the support it provides to staff. We offer an environment where you can truly make a difference, not only to residents but also to the team members you manage, guiding them in their career progression while promoting a culture of inclusivity and continuous improvement.

If you're someone who values teamwork, leadership, and community

support, and with ClwydAlyn offers the perfect opportunity to grow



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Job Overview

Group Homes Officer

Key responsibilities

- **Housing Management Services:** Oversee the provision of housing management services to residents, ensuring high standards of service delivery, and monitoring compliance with tenancy agreements, including managing rent arrears and voids.
- **Collaboration with Managing Agents:** Work closely with Managing Agents to ensure smooth operations of indirectly managed properties, supporting both operational issues and tenant concerns, while maintaining strong relationships with external partners.
- **Financial Management:** Manage financial aspects of the role, including invoicing, rent collection, budgeting, and monitoring expenditure. Ensure that rent and service charges contribute to the financial viability of the scheme.
- **Resident and Community Support:** Address resident issues related to anti-social behaviour, harassment, and other tenancy concerns, working collaboratively with Managing Agents and internal teams to promote community wellbeing and resolve disputes.
- **Service Quality Assurance:** Conduct audits and quality assurance reviews of housing management practices, including the annual Service Quality Assurance Review, ensuring compliance with statutory regulations and continuous service improvement.
- **Training and Development:** Support the line management of Affordable Homes Assistants, offering mentoring and guidance on professional development, while also ensuring compliance with training requirements for Managing Agents.
- **Legal and Compliance Representation:** Represent ClwydAlyn in external forums, such as court proceedings, tribunal hearings, and case reviews, handling issues like breaches of tenancy and housing disputes, ensuring adherence to legal obligations.



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- **Stakeholder Engagement:** The role involves significant interaction with various stakeholders, including residents, Managing Agents, contractors, and external agencies. Developing and maintaining effective relationships with these groups is key to ensuring smooth operations and high-quality service delivery.
- **Risk Management and Compliance:** The Group Homes Officer plays a critical role in ensuring that the housing management services adhere to relevant legislation, including the Renting Homes Act and other applicable regulations. The responsibility for identifying and managing risks, including in health and safety, financial procedures, and tenant satisfaction, is essential for maintaining compliance and safeguarding the association's reputation.
- **Continuous Improvement and Best Practice:** The role requires a proactive approach to bringing forward best practices in housing management and ensuring that service standards continually improve. This could include identifying areas for innovation, implementing new strategies, and ensuring that staff and stakeholders are aligned with ClwydAlyn's values and goals.
- **Multi-Agency Collaboration:** As part of the role, you will work closely with a variety of external and internal multi-disciplinary teams, including social services, health, and welfare agencies. This collaboration ensures that residents' broader needs—such as care and support—are met effectively and that any complex issues are resolved through integrated solutions.

About ClwydAlyn



ClwydAlyn was formed in 1978 as a non-charitable Registered Social Landlord and now manages over 6,500 homes and employs 760 staff. We deliver a range of housing management related services, which includes care and supported housing, development, and repair and maintenance services across North Wales (Denbighshire, Flintshire, Conwy, Wrexham, Powys, Gwynedd and the Isle of Anglesey).



Our homes and services include social family housing and single person accommodation, supported living accommodation and specialist care and nursing services, low-cost home ownership, leasehold management services and intermediate and market rented housing. The Group's turnover is £64m.

We are an ambitious Housing Association and very driven by our values and mission. We believe that it is wrong that there is still so much inequality and poverty across our region, and we know that this impacts every aspect of people's lives. We took a strong position to end evictions four years ago and we use our money and influence to do all we can to support those experiencing poverty and to champion for change across our country.

Why work for us – Benefits

As well as making sure staff have access to a free meal each day, other benefits include:



Health benefits

We offer a range of health related benefits including a Cycle to Work scheme, Eye Care scheme and Health Care Cash Plan.

We also offer a free and confidential counselling service to all staff.



Annual Leave

We offer 25 days plus bank holidays increasing to 30 days after 5 years' service.

Additional flexibility to buy and sell up to 5 days annual leave (pro rata).



Enhanced sickness pay

Enhanced sickness pay after 1 years service rising to a maximum of 3 months full pay, 3 months half pay.

In serious and life threatening situations we agree support on an individual basis.



Dedicated Wellbeing Support

We know that fostering high levels of wellbeing is good for people, the organisation and the communities we work within. We are committed to creating positive, flexible working environments where individuals and communities can thrive.

We have a dedicated Workplace Wellbeing Team and we provide a wide range of support and wellbeing-related benefits to support good mental, physical and social wellbeing.



Families are important

We offer 4 months full pay and 5 months half pay when on Maternity, Adoption or Shared Parental Leave.

We also offer an agile and flexible working environment to support families and carers.



Pension

Defined Contribution pension scheme with matched contributions (up to 8%) and death in service benefit 3 times your salary.



Financial wellbeing and support

We offer a range of support including access to savings and loans through a credit union, access to support from our in-house Welfare & Money Advice Team and access to a free lunch for all staff.



Learning & Development

Investing in the personal development of staff to reach their potential is our priority.

Through formal training, on the job learning, coaching and mentoring, we provide a learning environment that is supportive for each person to build skills that will help them be great in their job today but also enable them to grow a career with us for the future.

How to apply?



You can send a video or audio note with your expression of interest by telling us why you are applying for the role or

email your CV to recruitmentca@clwydalyn.co.uk

or visit our website www.clwydalyn.co.uk/work-for-us

Come have a conversation with us, we look forward to hearing from you!

Good luck!