



*Providing homes and building communities  
through Christian care and compassion*

# Facilities Co-ordinator Recruitment Pack

Welcome from our Chief Executive	3
Our history	4
Our Values	5
Organisation Structure	6
Our Communities	7
About the Role	8
Facilities Co-Ordinator Role profile	9
Person Specification	13
Summary of main benefits	15
How to apply	16

## Welcome from Sharon Lee, Chief Executive

These are exciting times for Aelwyd Housing as we continue the journey in our full and rich story.

I joined Aelwyd Housing in 2020 and very quickly saw what an amazing organisation this is. The commitment of our staff to outstanding service for residents and well-maintained homes is exceptional. This is reflected in the consistently high satisfaction feedback from the people who live in our homes. We have a rich heritage over many decades of being at the heart of communities across South Wales. Our roots are firmly planted in a desire to make a difference, through the homes and services we provide.



We are one of the smallest housing associations in Wales, but this makes us very special indeed. Our ethos and values underpin everything we do and makes us unique in the Welsh housing sector. This ethos means we deliver services, with a 'kindness first' approach and we focus on what matters to people. We are committed to being an organisation which embraces diversity as we know it makes us a better organisation.

We are ambitious and want to build on our strong heritage to be an organisation that has an even greater impact in Wales. Most importantly, we remain committed to providing homes of exceptional quality that are safe, well maintained, and fit for the future.

We are looking for someone who shares the values of the organisation to join us as our Facilities Co-Ordinator. This is a key role where you will be responsible for providing a people focused property maintenance service. We are a small team where we all support each other, so a willingness to be flexible, and to relish the chance to be involved in the whole organisation is essential. In this role you will have regular contact with our residents and it's important that you can relate to them in a compassionate and caring way. If successful, you will work closely with colleagues and contractors. You will be a key part of delivering services to residents and your thoughts and ideas will be important to shaping how we work.

You will be someone with the drive and passion to deliver excellent work because well managed homes and services are essential to our residents. You will have a strong team working ethos and the heart for our work. If you think you are the right person to join us, then please apply. I look forward to hearing from you.

## Our history

Aelwyd means ‘hearth’, the traditional heart of a home in the Welsh language, and we are a charitable housing association, with a Christian ethos and heritage.

We were formed in 1991 as a partnership between churches and now own and manage 304 homes across South Wales. Many of our homes are flats suitable for people aged over 55 years of age, but we also have a growing number of homes suitable for families.

Formerly classed as a De minimis organisation, in 2017 Aelwyd Housing was brought under the umbrella of full regulation by the Welsh Government. The Association has achieved the highest possible regulatory rating each year since.

Our Board is committed to helping more people in housing need, by seeking opportunities to grow and provide more affordable homes for rent. Our Business Plan is committed to growth, without ever compromising services to existing residents.

Each year the Welsh Government publishes Tenant Satisfaction results for the social housing sector, and we are consistently the highest rated traditional housing association in Wales.

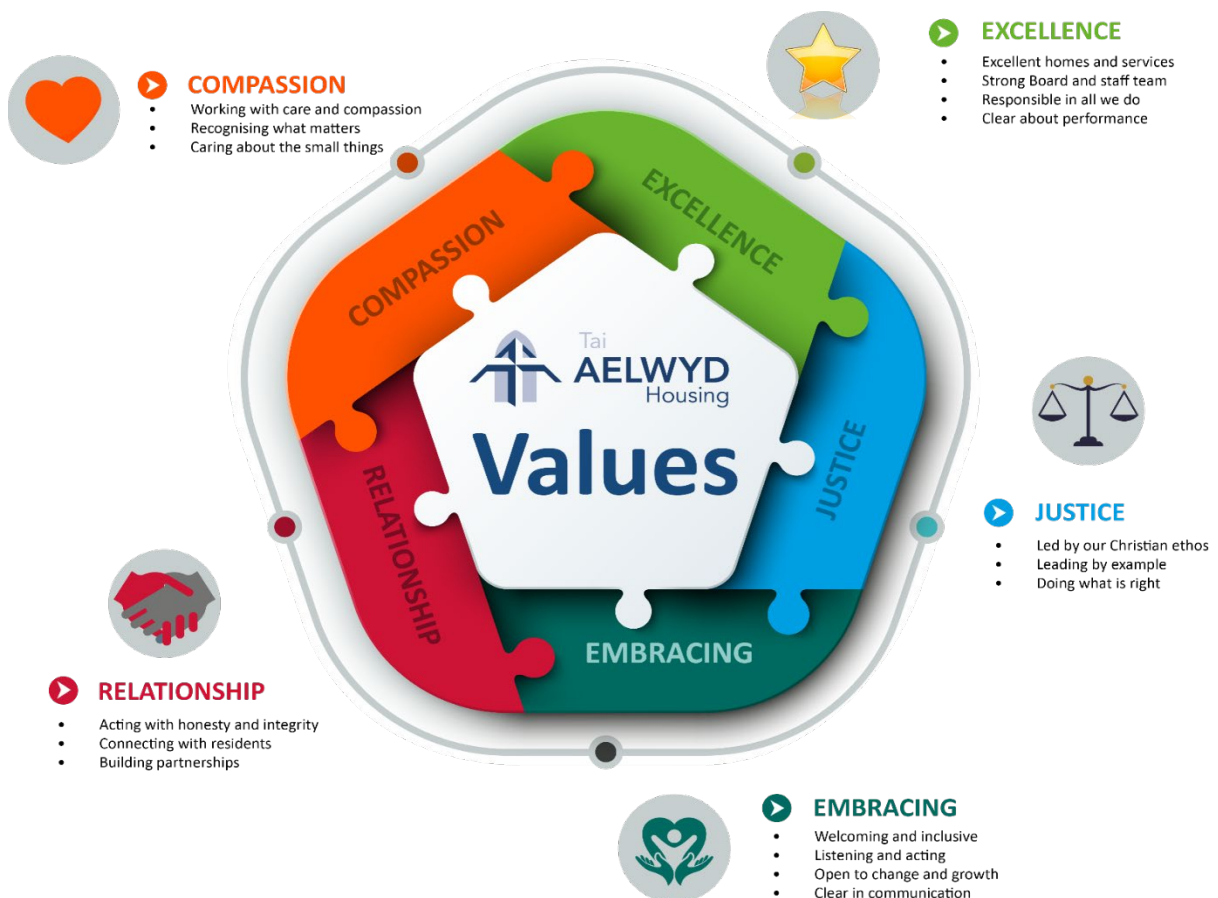


## Our vision and values

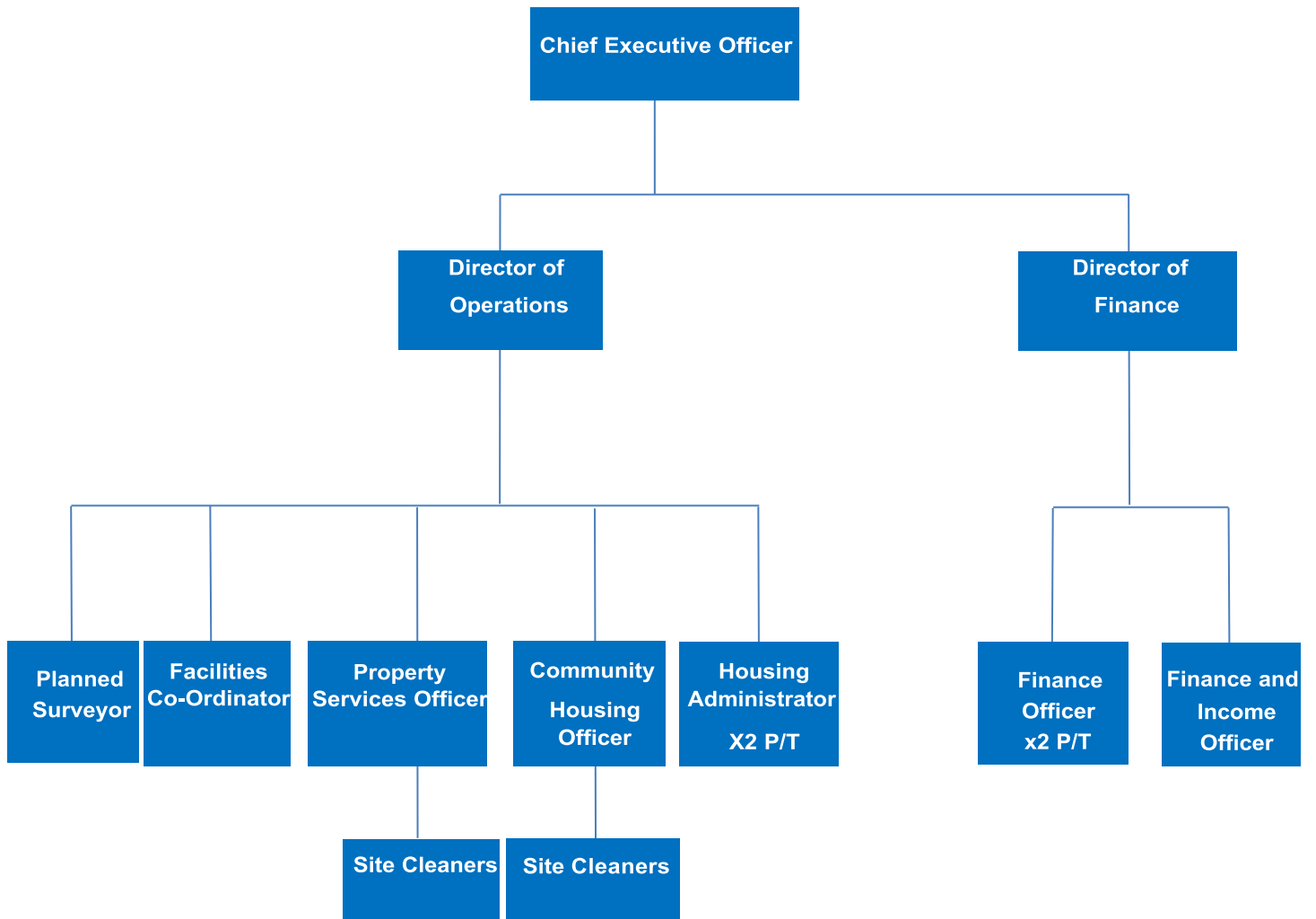
Our vision is our core purpose and the reason why Aelwyd Housing exists.

Our Values are at the heart of everything we do and shape our culture. They flow through the way we deliver services, in every interaction with residents, and in how we appreciate and treat our staff. Whilst many of our staff and board members identify with the Christian faith, others do not. We welcome applications from people of faith or none, with all colleagues expected to live out our values every single day in the work we do.

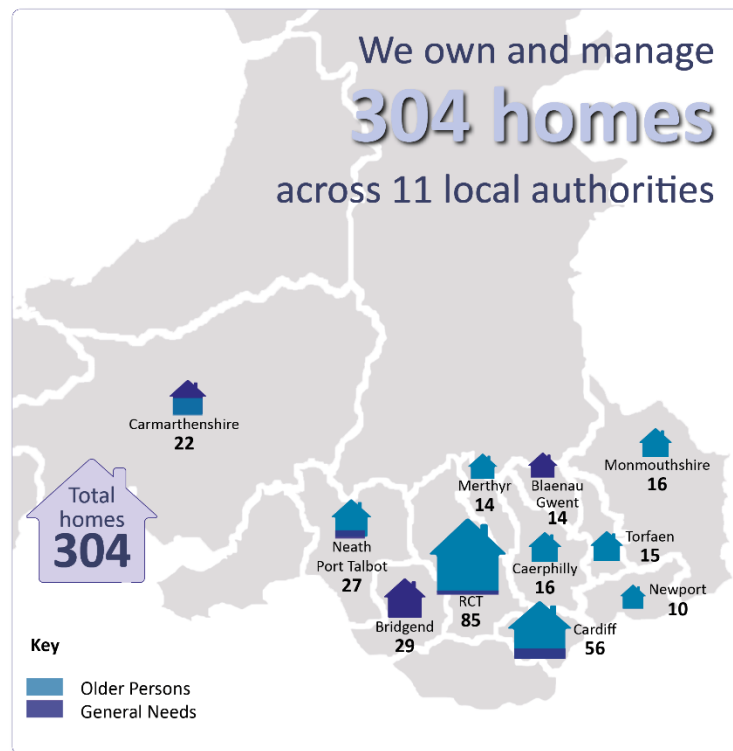
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# Our structure



## Our Communities



## About the role

This role is key to the future success of Aelwyd Housing, and in ensuring our homes are safe, compliant and well maintained to support our existing and future residents.

Working closely with the other colleagues, you will be an important member of the team helping us deliver our Business Plan objectives. You will be responsible for the delivery of day-to-day maintenance and repairs, vacant property management, our Landlord Health and Safety obligations, and be committed to continuous improvement. You must have the confidence, personality, and ability to engage with and connect with a wide range of people and organisations, often all in one day.

You will be a key point of contact for Management Team. You will be responsible for providing accurate and timely performance information and be able to identify and deal with areas of performance that can be improved. It is expected you will have significant technical knowledge and experience and be analytical and articulate both verbally and in writing.

Working closely within a small team, a broad spectrum of knowledge and a willingness to pitch in is essential. We all 'do the doing' at Aelwyd Housing. You will also gain invaluable experience in areas of work outside of your day-to-day role. We believe this makes us a stronger team and helps keep the Association resilient.

This role is mostly site based with some office-based work and requires regular site visits across South Wales, and the occasional response to situations outside normal working hours. You will become a very familiar face to residents and other stakeholders.

This is an important role at Aelwyd Housing, so it's an exciting opportunity to make it your own. Your voice will matter, as our culture is to encourage all staff to bring their thoughts and ideas so we can keep improving.

Gas and electrical safety compliance  
as at 31 March 2025



Gas  
compliant



Electrical  
compliant

<b>Job Description:</b>	<b>Facilities Co-Ordinator</b>
<b>Responsible to:</b>	<b>Director of Operations</b>
<b>Employment Terms:</b>	<b>£35,000 per annum Permanent - Full Time 35 hours per week</b>
<b>Location:</b>	<b>Based at our Cardiff office working across South Wales. Flexibility to work from home and office.</b>

### **Role Purpose**

To be responsible for the day-to-day building and facilities management of Schemes and properties across South Wales

### **Key responsibilities - General**

- To assist with the day-to-day responsive maintenance, site services and compliance requirements for homes owned and managed by the Association including vacant properties
- To work closely with and support colleagues and contractors in the delivery of services to all homes to ensure the compliance, cleanliness and security of schemes, communal areas, and grounds.
- To be responsible for the safe management of contractors on the scheme. Acting as liaison for the Association with contractors.
- To efficiently allocate jobs and to undertake minor repairs which fall within your competency.
- To be an active member of the Operations team, supporting colleagues and where necessary providing cover as required.
- To develop and maintain an excellent working relationship with contractors and strengthen the resilience of the Association by building a strong contractor network to deliver services.
- Procure services where necessary in accordance with Financial Regulations of the Association, while ensuring appropriate value for money is obtained.
- To manage the performance of contractors to ensure good service delivery and value for money
- To ensure compliance with landlord health and safety legal and regulatory requirements

- To carry out any other duties as reasonably requested by the Director of Operations, or the Chief Executive. For business reasons the Association may ask you to undertake extra duties and responsibilities from time to time.
- To be responsible for managing and monitoring the maintenance aspects of the Association's 'Out of Hours' emergency service contract, including carrying out occasional emergency site visits and inspections outside of normal working hours across South Wales when required.

## Building and Facilities Management

- Be responsible for the day-to-day management and safety of buildings and properties
- Ensure that required inspections are undertaken in line with Health and Safety related procedures and Compliance requirements.
- To undertake compliance checks and health and safety requirements in general needs and retirement schemes
- Undertake and/or ensure that planned servicing and maintenance is undertaken at required intervals
- Work closely with cleaners, to ensure communal areas are kept clean, tidy and free from rubbish and litter and that all refuse areas are clean and tidy in accordance with Association and Local Authority requirements.
- Work closely with the grounds maintenance contractors to ensure that the grounds are maintained to a high standard.

## Repairs

- To establish a good working relationship with residents through regular scheme visits and repairs inspections
- Ensure contractors undertake the right repair or renewal work to deliver what matters for residents in our homes, including inspecting repair requests, inspecting empty properties, providing technical specifications where required, liaising with residents and contractors, and monitoring quality.
- Undertake minor repairs at the Schemes or properties that are within your competency.
- Work closely with the Planned Surveyor to identify works for planned programmes in accordance with Welsh Housing Quality Standards
- To oversee vacant home inspections, liaising with Operations colleagues and arranging for required works to be carried out

## Resident Involvement

- To ensure effective communication and consultation with residents enabling their participation in all matters which affect them in their home.
- Work closely with colleagues, you will support and/or investigate any complaints or concerns from customers, stakeholders, or statutory agencies.

## Health and Safety

- To act as the Competent Person for the Association and to be responsible for the Health and Safety requirements associated with operating a property maintenance service, and to ensure Health and Safety requirements are fully complied with.
- To proactively embed Health and Safety awareness and good practice within the organisation
- To ensure all CDM and RAM'S requirements are met and adhered to for all works projects
- To ensure that appropriate fire, gas, electrical, water safety asbestos and lift safety inspections are carried out and, risk assessments are in place for all maintenance related works
- To keep up to date with statutory and legislative changes that affect how the services are delivered

## Other Duties

- To have a good understanding of the Association's approach to service delivery e.g. 'Kindness First' and 'What matters to you'
- To identify relevant legislation or relevant good practice and liaise with colleagues regarding its interpretation and implementation
- To be aware of sector and regulatory developments in Health and Safety, compliance, and decarbonisation
- To be aware of the importance of technology and databases to the Association's work and contribute to strengthening future resilience in the use of technology to manage services
- To conduct yourself at all times in line with the Association's ethos and values
- To be actively involved in sector forums and networks and undertake necessary learning and personal development
- Where necessary, carry out asset management reviews and make recommendations so the Association can make the right investment decisions at the right time
- To be available to work outside normal working hours in emergencies
- To comply with all Association policies and procedures including those relating to Health and Safety, Equality, Diversity and Inclusion, and the Data Protection Act 2018
- To carry out any other duties as reasonably requested by the Director of Operations, or the Chief Executive.

### **Equality**

Proactively promote the principles and practices of equality, diversity, and inclusion to ensure its effective implementation within their own work and the work of team members, as appropriate and to abide by and support the Aelwyd Housing's Equal Opportunities Policy as an integral part of all duties.

### **Health and Safety**

Understand their personal responsibilities for ensuring the highest standard of Health and Safety towards themselves and others. Understand the Aelwyd Housing Health and Safety Policy, including details of relevant responsibilities for employees and the Board as well as the consequences for failing to follow them.

### **Confidentiality**

Have a duty of confidentiality to residents, colleagues, and any other persons or organisations data/information that may be used or held by Aelwyd Housing. All data/information should be treated as confidential and should only be collected and/or disclosed on a need-to-know basis and where a legal basis has been satisfied in the relevant legislation.

### **Data Protection**

In line with legislation, and organisation policy, all personal data/information will be processed in line with the Data Protection Act 2018. This includes how staff collect, use, retain, share, and destroy personal data/information.

### **Value for Money and Financial Regulations**

Understand that when involved in making decisions to procure goods or services, staff are responsible for doing the right thing to ensure that value for money is achieved. This may involve conversations with specialist or more senior members of staff before any commitment to purchase is made, seeking approval in accordance with the Delegated Authority List and the Financial Regulations. All purchasing decisions and any costs incurred on behalf of Aelwyd Housing must be reasonable, made in a responsible manner, supported by a genuine business need and represent good value, in accordance with Aelwyd Housing policy and procedure.

### **Learning and development**

Attend and engage in all training identified as necessary to the role. This may involve achieving competency in specific areas to ensure legislative compliance and participating in developmental training to promote organisation culture. Staff will also be required to participate fully in the Aelwyd Housing performance development process and personally commit to identifying, achieving, and maintaining the skills and qualities required to fulfil their role and maximise their potential.

## PERSON SPECIFICATION

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Any relevant to the role in a property or maintenance related subject</li> <li>A good standard of general education to include literacy and numeracy</li> </ul>	<ul style="list-style-type: none"> <li>IOSH or SMSTS qualification</li> <li>IATP/CPD/RoSPA Duty to Manage Asbestos qualification</li> <li>Legionella Awareness Training &amp; Certification</li> <li>Fire Risk Assessor (or willingness to achieve qualifications)</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of working within a Housing or Customer focused environment and / or a related trades / compliance background.</li> <li>Strong Maintenance and/or Repair and/or compliance skills background</li> <li>Experience of engaging and managing contractors</li> </ul>	<ul style="list-style-type: none"> <li>Experience of Health &amp; Safety and compliance in social housing</li> <li>Experience of undertaking stock condition surveying</li> <li>Experience of managing a vacant homes process</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Strong technical knowledge</li> <li>A good working knowledge of Microsoft IT systems (outlook, excel, word)</li> <li>A strong working knowledge of landlord health and safety and compliance requirements</li> </ul>	<ul style="list-style-type: none"> <li>A good understanding of and ability to assess risk</li> <li>Working knowledge of the requirements of WHQS 2023</li> <li>Working knowledge of Fitness for Human Habitation (FFHH)</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Good people skills, with the ability to communicate clearly to a range of people in various methods</li> <li>Excellent organisational and planning skills</li> <li>Ability to diagnose repairs within domestic properties</li> <li>Ability to manage,</li> </ul>	<ul style="list-style-type: none"> <li>Experience of managing and delivering major capital works to properties</li> </ul>

	<p>produce and deliver specifications of work with contractors</p> <ul style="list-style-type: none"> <li>• Ability to manage a broad and varied workload, and to meet deadlines</li> <li>• Ability to manage admin for the role and be self-servicing</li> </ul>	
<p><b>Personal Attributes &amp; Abilities</b></p>	<ul style="list-style-type: none"> <li>• Adaptable to the needs of a small organisation and willingness to be involved in work outside of your day-to-day role</li> <li>• An ability to empathise with and align with the Association’s ethos and values</li> <li>• Full driving license and use of own vehicle for work</li> <li>• Ability to travel to schemes across South Wales and be available for occasional site visits outside normal working hours</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of continuous professional development</li> <li>• Ability to communicate in the Welsh language</li> </ul>

## Summary of main benefits

Working for Aelwyd Housing gives you access to a great range of benefits such as a generous annual leave entitlement, competitive salary and a range of health and wellbeing benefits:

### Competitive salary

We offer a competitive salary of **£35,000** per annum with an annual pay award agreed by the Board.

### Annual leave

You will be entitled to 25 days leave per year, increasing by one day each year to a maximum of 30 days, plus the designated statutory bank holidays. In addition, you will receive two ex gratia leave days to use at Christmas.

### Pension

We know that financial security has a positive effect on wellbeing whether you are close to retirement or not. We offer a generous Defined Contribution (DC) Scheme with an 8% employer and a 3% employee contribution.

### Employee wellbeing

Our staff are important to us. That's why we're committed to offering the widest possible range of working arrangements to support and promote your wellbeing, and work-life balance. Staff can choose to work in an agile way between home and office, and we aim to be flexible about the things that matter to you.

### Supporting through illness

If the unfortunate happens and you are unable to work through sickness, illness or injury, Aelwyd Housing supports you with an occupational sick leave scheme and appropriate role adjustments.

### Learning and development

We value our staff and want to invest in providing the right support and skills to really make a difference to the services we provide. We regard the development of staff as a key responsibility of everyone's role. All staff must make a personal commitment and investment of time to access learning and development opportunities that will enhance personal growth and develop skills and behaviours.

## How to apply

Thank you for your interest in this position. This information will help you complete your application.

You will need to send an up-to-date CV with a written supporting statement (no more than 3 sides A4) outlining why you are applying, and the skills, experience and personal qualities and values you will bring to us.

**If you cannot attend the advertised interview date(s) please indicate this in your application.**

If you apply, we will ask for equalities information for monitoring purposes only, in line with our commitment to equality, diversity, and inclusion. This will not affect the outcome of your application. All applicants who meet the assessment criteria will be guaranteed an interview.

It is your responsibility to ensure that we have received your application. We will acknowledge receipt of your application. If you do not receive confirmation of receipt within 3 days, please contact us at [enquiries@aelwyd.co.uk](mailto:enquiries@aelwyd.co.uk)

**We are not accepting any agency applications, direct applicant only please. We kindly ask that recruitment agencies do not contact us regarding this vacancy as we are managing this directly. Any applications or enquiries via this method will not be accepted or acknowledged.**

## Key dates

Closing date for applications: **Midnight Sunday 7<sup>th</sup> June 2026**

Email address for sending applications: [enquiries@aelwyd.co.uk](mailto:enquiries@aelwyd.co.uk)

Address to post application: Aelwyd Housing  
9 Ty Nant Court  
Morganstown Cardiff  
CF15 8LW

1<sup>st</sup> Stage Shortlist Interviews **Friday 19<sup>th</sup> June 2026**

Final Stage interviews: **Friday 26<sup>th</sup> June 2026**

If sending an application in the post, please mark correspondence **Private & Confidential  
FAO Emma Stewart**

If you would like to arrange an informal chat about the role, please contact Emma Stewart Director of Operations [emmas@aelwyd.co.uk](mailto:emmas@aelwyd.co.uk)

## **Head Office**

9 Ty Nant Court  
Morganstown  
Cardiff  
CF15 8LW

### **Telephone:**

029 2048 1203

### **Website:**

[www.aelwyd.co.uk](http://www.aelwyd.co.uk)



Tai

**AELWYD**

Housing