



**Working with us**

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# Welcome

Thank you for your interest in working with Tai Tarian. We are so pleased you have found us and are excited to welcome your application.

We have around 600 employees who contribute to managing over 9,000 homes. It is an exciting time for our sector and being such a diverse organisation, we have a variety of roles and services that make Tai Tarian a success.

An award winning organisation, regularly recognised within the sector, here are some of Tai Tarian's recent achievements:

**Community Impact Award:** Supporting Future Generations.

**Sustainability:** Landlord of the Year.

**Leadership:** Our Chief Executive named Influential Woman of the Year.

**TPAS Cymru Good Practice Awards (2025):** The "Tenant Talks" project earned a Silver Award for its innovative face-to-face engagement strategies.

**Constructing Excellence in Wales (CEW) Awards (2025):** The "Tai ar y Cyd" project, a collaborative initiative involving Tai Tarian and 22 other social landlords, won for Integration and Collaborative Working.

**Wales Energy Efficiency Awards:** Named Landlord of the Year for investing nearly £3 million into energy-saving upgrades like external wall insulation and solar panels.

**Finalists (2025):** Tai Tarian was shortlisted for five categories at the CIH Cymru Housing Awards, recognising achievements in areas like customer service, learning and development, developing quality homes, supporting independent living, community support, and professionalism.

# A career that makes a difference

At Tai Tarian, your work has real purpose.

You'll help lift communities, empower people, and support a more sustainable future for Neath Port Talbot.

This is your opportunity to be part of something forward-thinking and genuinely meaningful.

With our sector moving quickly, your skills and ideas can shape the way we deliver our services for local people.

Whether you're starting out or stepping up, your next chapter could begin right here.

Inside this pack, you'll discover who we are, the values that guide us, and why our teams enjoy building their future with us.



# Who we are



## Our vision

Making a difference



## Our mission

Great homes, great communities



Established in 2011, we proudly stand as one of the largest providers of social housing in Wales. With a portfolio of over 9,000 homes, we deliver essential support for individuals during their times of greatest need.



Tenants are at the heart of everything we do. If it's important to our tenants, it's important to us. We provide affordable homes and tailored support, staying open to new approaches so we can keep improving.



We are stable and secure, with every penny going back into our community to strengthen our services and create more homes.



We play a vital role in our local communities here in Neath Port Talbot, and we are committed to ensuring they reach their full potential. We are more than a housing provider, we are dedicated to having a positive impact across our communities.



We are transforming our actions today for future generations, by prioritising protecting our planet by adopting more energy-efficient practices in our homes, educating others, and altering our work methods.

# Our Corporate Plan

Across our four Corporate Plan themes we believe we can contribute positively to the communities we serve.

- Our tenants are at the heart of everything we do, starting with improving the lives of our tenants.
- We support people to live independently and with dignity.
- We focus on what truly matters to the people we serve.
- We invest in thriving, connected communities.
- We build high-quality, affordable homes.
- We invest in our employees, change how we work, improving efficiency and effectiveness for a sustainable business.
- We are an inclusive organisation who recognises and values difference.
- We are well governed and financially strong.
- We protect our planet by making our homes energy efficient.
- We take action on climate change and sustainability.



**If you join us, you'll be part of something that allows you to make a difference.**

# Our organisation

A high-level structure of Tai Tarian, and the service areas we operate within each directorate.



## Operations

### Performance and Improvement

Quality Assurance and Performance Change Management

### Property Services

Reactive Repairs; Transport Operations

### Housing Operations

Enhanced Housing Support & Contract Management



## Assets and Development

### Capital Works

PVC Manufacture, Major Works, Voids and Adaptations

### Development

New Build & Development

### Assets & Decarbonisation

Asset Management; Green Technologies; Decarbonisation & WHQS

### Property & Land

Property Compliance; Damp, Mould & Condensation (DMC); Grounds & Biodiversity



## Central Services

### People & Culture

Health and Safety; Human Resources; Organisational Learning and Development

### Communication and Stakeholder Engagement

Communications; Community Engagement; Contact Centre; Customer Liaison; Strategic Partnerships

### Corporate Services

Governance; Corporate Services

### Risk and Audit

Strategy & Transformation; Programme Management



## Finance and Technology & Innovation

### Finance

Treasury; Operational Finance; Strategic Finance

### Technology and Innovation

Infrastructure; Innovation; Service Desk; Digital Transformation

# Our values and culture

Created by our employees, our values guide how we show up every day.

Our values shape how we work together, creating a culture that's supportive and inclusive that provide opportunities to learn and progress, to build a career you're proud of.



## Be Bold.

- We are honest with each other, even if it is challenging to hear
- We are prepared to give and receive feedback that is constructive that improves outcomes
- We are accountable for our work, taking ownership and ensuring we reach the best outcome, every time
- We are courageous and make it safe to challenge
- We are empowered to make decisions



## Be Fair.

- We value everyone's individuality and foster an inclusive environment
- We actively listen and consider all feedback, acting on it appropriately
- We are open and transparent and do the right thing
- We lead by example and make the right decision even when the going gets tough



## Be Kind.

- We recognise the person in the process
- We celebrate our successes and recognise others for a job well done
- We welcome diversity, understanding our strengths come from our differences
- We support individual development to help growth
- We communicate clearly, bravely stating our intentions
- We deliver excellent customer service at all times, making sure every contact counts

# What's in it for you?



## Private Healthcare and Help@Hand app

All colleagues have access to Benenden Healthcare for business including:

- Phone and online GP consultations
- Diagnostic and surgical procedures
- Physiotherapy and mental health support
- Self-funded options like family membership, health assessments and major surgery

Plus 24/7 remote GP access for you and your family, including access to counselling, CBT therapy, physiotherapy, nutritionist, financial support and life coaching through the Help@Hand app.



## Competitive Holidays

Starting at 25 days, progressing to 28 days after 3 years and 31 days after 5 years, plus bank holidays.



## Generous Pension Scheme

If you contribute up to 4% of your salary to your pension, we will contribute 7%.

If you pay more, we will match your contribution, plus an additional 3% (up to a maximum of 12%).

Death in service paid is 3x your salary.



## Vivup Benefits

Access to the Vivup portal offering a wide range of benefits including:

- Savings on products and services, such as electronics, computing and fashion
- Discounts on everyday spending
- Discounted gym membership
- Car scheme
- Cycle to Work scheme

**Looking after our employees matters!**

# What's in it for you?



## Health and Wellbeing

To help with your health and wellbeing, we offer:

- Free eye tests
- Fitness classes
- Health MOTs
- Choir practice
- Wellbeing training
- Events and much more



## Occupational Health Service

Occupational health support including health surveillance, wellbeing support and work place adjustments.



## Our future – Your talent

Development in your career with real progression opportunities – including further education – to build skills, confidence and a long term career, potentially beyond this role!

## Added extras

We supply everything you need to do your job, including uniform, PPE, tools, devices and vehicles.

We also provide some added extras:

- Two days gifted leave at Christmas
- Five days paid volunteering to help out in the community or with your chosen charity
- Jointly-funded tea and coffee
- Day off for your child's first day at school
- Occupational maternity and paternity leave
- Higher education to support your career pathway
- Paid professional fees for relevant roles
- Free car parking
- A modern, open-plan work space for collaboration and connection
- Great facilities for cyclists
- Welfare hubs across the borough
- Access to electric pool cars for business use

Making Tai Tarian a **great place to work!**

**Looking after our employees matters!**

# Are we right for you?

Do you like what you have read so far? Now it's time for you to take the next step.

Check out our vacancies and see where a career with Tai Tarian could take you. What you do here has a real impact, not "someday", but every day.

If this sounds like a place where you'd thrive, we would love to hear from you!

**Email us at:** [workingwithus@taitarian.co.uk](mailto:workingwithus@taitarian.co.uk)

**Call us on:** 0300 777 0000

Our main office, Tŷ Gwyn, is based in Baglan Energy Park just off junction 41 of the M4.

## Good luck with your application!

