

Role Profile for:



West Wales **Care & Repair**
Gofal a Thrwsio Gorllewin Cymru

Head of West Wales Care and Repair

Employee Ref		
Leadership Group		D
Role Profile Ref		029
Joining Date		TBC
Last Updated		15/08/2025

VISION

Welcome to your ateb role profile. Our Role Profiles connect us all with our shared ateb Vision- together, We Are ateb



Our Shared purpose is to always deliver ...

> #1 | Creating better living solutions,

Through the adoption of a DNA that focuses on ...

> #2 | Trust | Togetherness | Empowerment.

We all have a role to play in realising our 3 strategic aims,

> #3 | To improve customer service | Serve more people | Increase business effectiveness.

The design and delivery of our services will always focus on,

> #4 | The right customer outcomes as effectively as we can.

We all have a responsibility to support our Assurance Framework by managing our,

> #5 | Risks | Controls | Tests

and we must always seek to listen, understand and learn as ...

> #6 | Improvement is the day job

The Vision and its supporting documents form part of this role profile.

1 | ROLE DETAILS

The headline details for this role:

The key role details are as follows:		The role line responsibilities are:	
Name		Senior Technical Officer	
Title	Head of West Wales Care and Repair	Case Worker Team Leader	
Employer	ateb group limited	Adaptations Administrator Team Leader	
Level	Leadership Group D	Crafts Person Team Leader	
Report to	Executive Director for Customer	Home Energy Officer	
Directorate	Customer	Business Administrator	

2 | CUSTOMER

The service areas set the customer outcomes we are collectively working to achieve. This role will primarily contribute to the successful outcome of the following service areas but will obviously support all areas as required. See #4 Deliver for full details.

Primary Service Areas:	Outcomes:
SA/36 – WWC&R Customer Advice and Support	Enabling people to live independently in their own homes
SA/37 – WWC&R Quick Response	Prevent admission to hospital/care or get people out of hospital/care and into their home by agreed discharge date.
SA/38 – WWC&R Adaptations	Enabling people to live independently in their own homes
SA/39 – WWC&R Technical Services	Generate income to support core activities

Primary responsibilities for the above outcomes:	
1	Lead the team to effectively deliver the service area outcomes that meet customer expectations in accordance with corporate and/or strategic requirements.
2	Effectively line manage and develop all direct reports in accordance with policies and procedures of the Group including agreeing, setting and monitoring of business focussed individual objectives, whilst motivating the team to meet and achieve successful customer expectations and outcomes, in line with the development of annual delivery plans within the service areas. Act as a role model by actively demonstrating compliance in line with the @ateb leading and supporting principles at all times.
3	Lead responsibility for identifying and leading business growth opportunities that are in line with the agreed strategic objectives of West Wales Care and Repair and contribute to local and national strategy in relation to housing, health, and welfare of older people
4	Lead responsibility for representing and promoting Care and Repair services to key stakeholders locally and nationally, ensuring excellent relationships are maintained with key partners.
5	Lead responsibility for reporting to the board of West Wales Care and Repair and contribute to ensuring that good governance is maintained.

General role responsibilities:	
1	Support all other service areas as appropriate/directed to achieve their outcomes where they require your input.
2	Continually review service area outcomes to ensure they achieve the right customer outcomes as effectively as we can.
3	Consistently demonstrates values of equality and diversity.

4	To take responsibility for your own ongoing personal development.
5	To undertake any other duties as required which are compatible with the requirements of the post.

3 | GROUP

This role has the following group wide responsibilities:

Service Area	Customer Outcome	Responsibility
SA/17 – Strategy	Clarity on how we will maximise our purpose	Support the Board and EMT to help develop and deliver the right strategic priorities to achieve our strategic aims.
SA/18 – Assurance Management	To be assured we are always compliant and doing the right things	Develop and monitor processes to enable empowered decision making within our agreed assurance framework.
SA/19 – H&S	We meet our legislative and regulatory H&S requirements	Take personal responsibility to ensure that I and my team abide by the relevant legislation, the organisation’s H&S systems and common sense so that I, the public, my colleagues, customers and partners are safe and secure at all times.
SA/20 – PR, Marketing & Communications	Positive growth of our brand. The right messages to the right audience at the right time	Make sure that communication with and from my team is effective and supportive to all. Promote our work with various audiences that support our Purpose, DNA and our strategic aims.
SA/22 – Performance & Data management	We know where we need to improve, where we are not compliant and where we are at risk	Always seek to understand whether we are achieving our required outcomes, efficiently and with great customer experience and plan and deliver improvement and growth where identified through managed change programmes.
SA/23 – Procurement & Supplier Management	To ensure we compliantly deliver Value for Money services	Make sure my team abides by the procurement rules and systems established by ateb. Make sure that any procurement required achieves the right outcomes.

4 | PERSONAL

This role will require the following personal attributes, qualifications, skills and experience etc.

Attribute	Requirements
Technical Competency	<p>This is what we would like you to have, but we are happy to hear how you feel your experience, skills and knowledge meet the role requirements.</p> <p>Must have a high degree of competency in working with voluntary and statutory bodies in Housing, Care or Health related fields, with strong operational management experience.</p> <p>Must have the ability to work on own initiative and encourage proactive approach to achieving performance goals. Strong communication skills both written and verbal are essential in addition to being able to develop strong relationship with partners and funders. Experience of writing and submitting funding applications would be great.</p>

	<p>Holding a qualification in housing, social care, health or relevant discipline or a relevant degree that shows the required level of technical competency has been achieved is required. A qualification in supervisory management or leadership at NVQ Level 4 or equivalent would be great.</p> <p>And another thing... we will always look at equivalent qualifications, experience or transferable skills and expertise that can be easily applied to the role. We will also consider the ability of formal qualifications to be obtained whilst in the role subject to the latter factors being achieved, timescale and cost. Everyone at ateb must be able to demonstrate a reasonable level of literacy and numeracy to be able to fulfil our roles, for us that usually means achieving success at GCSE/Key Skills or equivalent qualifications, but we are happy to discuss this with you.</p>
Decision making	Confident to assess and make the right decisions for their service areas, effective translation of strategy into operational delivery, promotes clear proposals and reports to Executive Management and Board on key service area issues.
People management	Inspires and motivates others to develop confidence to realise their potential. Positively challenges others to deliver work to a high standard. Supports others through change. Ensure regular feedback on what has been done well and where there is room for improvement. Able to show leadership style in all interactions.
Team working	Need to create the right environment for teamwork to thrive both internally and externally. Be able to lead and participate in teams effectively
Financial control	Contributes to the overall strategic financial planning, manages budgets and maintains accurate and transparent financial information to assist with effective financial monitoring relating to the areas of responsibility.
Organisational skills	Need to prioritise own and others efforts to make sure our outcomes are achieved efficiently with great customer experience. Identifies departmental/organisational activities and resources required to meet strategic aims.
Innovation	Takes responsibility for delivering innovation and creativity within their own and others service areas through the engagement of all.
Customer service	Provide a great customer experience both internally and externally. Demonstrate the important of customer service to team and colleagues by always putting the customer first.
Project / process management	Project manage improvements within own and others service areas to ensure the desired outcomes are achieved. Ability to lead programmes of change or transformation.
Enthusiasm	Self-starter bringing personal drive and positive attitude to help all find solutions to problems. Be able to promote our DNA at all times.
Technology Competency	Confidently use and develop ICT systems to deliver and improve my service delivery. Have good working knowledge of typical software solutions relating to my area of expertise and level of responsibility. Be able to make the best use of the Microsoft 365 & Office suite and usual business communication devices and systems.
Comms / PR / Marketing	Develops and maintains effective communication systems. Deals with people on complex, challenging matters and issues, requiring tact and diplomacy at times. Monitors the effectiveness of communication within their areas of responsibility. Ability to speak Welsh would be great.

5 | TERMS & CONDITIONS SUMMARY

Full details of the terms and conditions for this role can be found in your Statement of Terms and Conditions. In return for undertaking the above role, Ateb will provide:

Term/Condition	Detail	Additional comments
Base Salary	TBA	Per annum paid on the 28th of the month or the previous Friday if the 28th falls on a B/H, Sat or Sun.
Salary band	7	Please refer to reward@ateb for full details.
Car user	Casual user	If you do travel for meetings you will need to have a car available for business use, mileage will be reimbursed at HMRC standard rate.
Simply Health Scheme	Basic Level Contributions	The Group offers a contributory health plan Simply Health; you can increase your cover to suit your needs.
Hours per week	37 Hours	A flexible working system is in operation depending on your role and service outcomes in accordance with our Leading Principle.
Annual Leave	30 days basic (pro rata)	Plus 3 additional days (pro rata) the timing of which is at the discretion of the Group.
Place of work	Your home	A flexible working system is in operation in accordance with our Leading Principle and depending on your role and service outcomes you may be required to work in our offices/ premises, sites, at home or other suitable locations across Pembrokeshire/Ceredigion, but your usual place of work will be your home.
Learning & Development	Yes	We support our team to develop their learning
Wellbeing	Yes	A programme of team wellbeing activities.
Pension	SHPS DC	Auto enrolment arrangements are in place. Defined Contribution Scheme contributions from an employee will be matched up to an agreed limit set by Board.
DBS	No	This role is not subject to a criminal records check.

6 | WE AGREE THE ABOVE REPRESENTS MY ROLE WITHIN ATEB

Parties	Signature	Date
Chief Executive		

The small print:

@ Recruitment: We will seek evidence/examples through the application, interview and/or assessment centre process that you have the required skills, experiences, characteristics and attributes to succeed in this role. You will demonstrate this through a range of approaches e.g. qualifications, examples of experience, psychometric testing, evidence of training etc.

@ Induction: We will establish the key areas of support and/or any learning & development you will need to get you up and running

@ 1 to 1 reviews: We will discuss how you feel you are doing in delivering and developing your role and identify what improvements you want to achieve and what support you may need.

@ Please refer to the accompanying contract and our Vision and related documents for more details regarding this role profile and your responsibilities within the ateb group – ateb, MBH and WWCR