

Creating
better
Careers

#atebcareers

Decarbonisation Assistant (Maternity Cover)

SALARY PACKAGE:
c£25k per annum

Earn up to c£27k per annum based on annual performance reviews.

Fixed Term Contract to September 2026.

CLOSING DATE:
Monday 20th October 2025

INTERVIEWS:
Friday 7th November 2025



atebgroup.co.uk

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The ateb Group

A message from the ateb team

Thank you for taking the time to explore this opportunity with ateb.

At ateb, we are always aiming high. Our ambition is simple but powerful: to constantly seek to do more for the customers we serve. We believe this is only possible by creating an environment where every team member feels empowered to make a difference, supported by flexible and agile ways of working.

Our ateb DNA sets out how it should feel to be part of our team – a culture built on trust, togetherness, and empowerment. It's about giving you the space to make decisions, the encouragement to improve services, and the recognition that everyone has a role in shaping a leadership style focused on people and outcomes.

We are proud of the progress we've made, but we never stand still. Our strategic plan sets out how we will continue to innovate and challenge ourselves to give more to our customers. From redesigning our workplace to investing in technology, from rethinking how we support wellbeing to overhauling our rewards and benefits – we're creating an environment where great people can thrive.

Joining ateb means being part of a team that is shaping the future of housing services in West Wales, and doing so in a way that reflects our values every single day:

#InYouWeTrust – placing confidence in each other.

#AccessAllAreas – being open and inclusive.

#GetThingsDone – making a difference that counts.

If you share our ambition, our values, and our drive to deliver more, then we'd love to hear from you.

Be part of a team that is aiming high – consider this role and apply today.



The ateb Group

Our Group is made up of companies that collectively have the purpose of...

Creating Better Living Solutions for the people and communities of West Wales

We aim to:

- **Improve Customer Service**
- **Serve More People**
- **Increase Business Effectiveness**

We are concentrating on:

- **Affordability**
- **Safe Homes**
- **Customer Service Investment**
- **Collaboration**
- **Lower Carbon**

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West Wales Care and Repair
Gofal a Thrwsio Gorllewin Cymru

MILL BAY
HOMES

The Group offers various services across the West Wales counties of Carmarthenshire, Ceredigion and Pembrokeshire. The parent of the Group, ateb Group Limited, is regulated by the Welsh Government. Both subsidiary Companies have thier own Board that reports to the parent Board.

We Are ateb

Our ateb Vision shows us “... what looks good for ateb.”
We all have a role to play in making our Vision a reality.

Our ateb Vision consists of 6 sections:

Purpose

Creating Better Living Solutions

DNA

Trust, Togetherness
and Empowerment

Plan

Improve Customer Service
Serve More People
Increase Business Effectiveness

Deliver

The right customer Outcomes
as Effectively as we can

Assure

Understand Risks
Set the right controls
Test the controls are working

Improve

Improvement is the day job



Customer Directorate

Some say this is the best directorate in the world...

■ Scope

The Customer Directorate consists of 13 delivery teams:

- Customer Services - Lettings, Income Collection, Customer Advice and Support, Customer Engagement, Community Development, Tenancy Support and Independent Living
- Property Services - Maintenance, Compliance, Shared Spaces, Strategic Asset Management, Planned Maintenance and Major Works

Plus our subsidiary company West Wales Care and Repair.

■ Team

There are 112 permanent posts within the directorate; The team's priority is to deliver the best possible service outcomes to our customers living in an ateb home or receiving a service from West Wales Care and Repair.

■ Background

- 132 homes re-let in the last 12-month period, and 78 new homes let
- 29,567 calls received by our contact centre in the last 12-month period

- 1,248 ateb customers provided with money advice and support.

Property Facts and Figures:

- 3289 ateb homes maintained with plans for more
- An average of 1,117 repairs completed each month
- Annual program of investment in our homes through planned maintenance programs, with ambitious plans to make our homes more energy efficient.

■ The Future

We provide a great service to our customers but we know as a team that there is more we can do to improve, some of our future priorities include:

Customer & Property

- Developing our digital self-service options for our customers
- Improving our customer engagement offer with the creation of a Customer Committee
- Improving the delivery of our reactive repairs service to ensure we are meeting our customers' expectations.

West Wales Care and Repair

- Developing our services to deliver more to more people.

Your Role @ateb



You will be our: Decarbonisation Assistant Working in the: Property Team

You will focus on the following service areas:

- **Maintenance** - Fix issues to the customers satisfaction
- **Compliance** - All properties are compliant with legislative requirements
- **Planned Maintenance** - Improvement programmes delivered to the customer satisfaction
- **Lettings** - To let all properties, all of the time

Some words from the team:

Rachel will be your Line Manager...

I'm really excited to be recruiting for this maternity cover role in our busy Planned Maintenance team. As Decarbonisation Assistant, you'll help us deliver ateb's ambitious targets by supporting with key data, processes, and customer-focused initiatives.

This role contributes to our aim of making homes more comfortable, cheaper to heat, and better for the environment. You'll work closely with colleagues, contractors, and customers, and play a key part in supporting improvements every day. We're a friendly, enthusiastic team and can't wait to welcome someone who shares our commitment to creating more sustainable homes.

Mark will be your Directorate lead...

Our directorate plays a key role in delivering great services to customers. The Decarbonisation Assistant role is an exciting opportunity to support our teams investing in our properties, helping us create homes that are warmer, cheaper to heat, and better for the environment.

Your work will directly improve comfort and reduce costs for our customers, while supporting our wider sustainability goals. We're excited to welcome the right person into the team – someone who shares our drive for innovation and will help us build on the fantastic work already happening every day.

Your Role @ateb

These are a few of the key duties of the role, please refer to the role profile for more:

- Provide administrative support to the Decarbonisation Team, ensuring all records are accurate, timely, and audit ready.
- Communicate and collaborate effectively with colleagues across ateb, sharing information, coordinating tasks, and helping to deliver a joined-up approach to service delivery.
- Monitor, analyse, and record key performance data, supporting the team to track progress, identify trends, and highlight areas for improvement.
- Deliver excellent customer service to both internal and external stakeholders, responding promptly and professionally to queries and ensuring a positive customer experience at every stage.
- Administer processes, documentation, and certification in line with organisational policies, procedures, and regulatory standards, ensuring accuracy and consistency at all times.
- Attend and record contractor review meetings, producing clear and accurate notes/ actions and supporting effective communication between ateb and its partners.
- Support customer-focused initiatives to ensure our services continuously improve, always keeping customers at the heart of decision-making and delivery.
- Assist other service areas as required, providing flexible support to help them achieve their outcomes and contribute to ateb's wider organisational goals.

- Improve Customer Service
- Serve More People
- Increase Business Effectiveness

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Reward @ateb

Salary

c£25k

c£25,200 per annum

Earn up to c£27,100 per annum based on annual performance reviews

This role is a Fixed Term Contract until September 2026 and the salary will be based on 37 hours per week, please see notes below regarding our reward @ateb framework

Reward Framework

Our reward @ateb framework consists of the following:

Performance Related Pay up to £1,900

Each role will sit within a salary band where you will be able to potentially increase your annual basic salary each year and earn additional 'in year' unconsolidated rewards where performance has exceeded expectations.

Core - Increase your next year's salary up to £1,100 before a cost of living review is applied

Core+ - Receive up to a c3% unconsolidated payment in the current year

Encore Awards up to £500

All team members could receive spot lump sum awards each year where they have been recognised for actions they have undertaken to promote our Vision.

Encore - Any one team member can receive awards up to the value of £500 in a financial year

Strategic Awards Variable

Our Boards have the additional ability to reward their companies where particular milestones or strategic performance has been achieved.

Strategic Awards - are not time based, the Boards can consider additional strategic awards for a range of different circumstances relating to operating conditions, performance or achievement of key milestones etc.

Remuneration is just part of the deal, please look at the other benefits of being part of team ateb...

Benefits @ateb

We have some great benefits for this role from flexible working, generous holidays, competitive pension, life insurance and health plans. Go on, you know you want to:

Annual Leave: 30 Days Pro Rata 222 hours Pro Rata	<p>Our annual leave year runs from 1st January to 31st December with full time entitlement of 30 days (222 hours) per year, pro rata for part time working arrangements. You will be able to take your leave in hours to increase further your work/life flexibility.</p> <p>In addition, the Group will usually close the office for 3 days during the Christmas / bank holiday period. This time off is in addition to your annual leave entitlement and any bank holidays.</p>
Contributory Pension: c£2,500	<p>You will be auto enrolled into our SHPS Defined Contribution scheme in accordance with employer legislation where we will match your contributions up to a maximum of 10%.</p>
Simply Health*: Over £1,000	<p>Over £1,000 of annual health benefits from dental to hospital expenses plus online GP and counselling services.</p>
Life Insurance Cover*: c£75,000	<p>Connected to our pension membership, you'll receive 3 times your salary life insurance cover for your family.</p>
Sickness Benefit: 3 mths full & 3 mths half	<p>3 months of full pay and 3 months of half pay (after 6 months service) which can be extended if you are off with longer term critical illness as defined by the Association of British Insurers Minimum Standards for Critical Illness Cover.</p>
Days to Support our Good Causes: 2	<p>As a Group we aim to support worthwhile causes every year, we will support you to volunteer your time to help our chosen good causes.</p>
Learning and Development	<p>The Group invests in a wide range of learning and development activities to support you to do your role better and develop your own skills.</p>
Professional Subscriptions	<p>We will pay one of your annual professional membership subscriptions where it relates to your role.</p>
Trust Clock – flexible working	<p>Flexible time and location working environment. Meet our leading principle and we are flexible on how and where you deliver great customer outcomes.</p>

*Some benefits have a length of service requirement.

Benefits @ateb continued

Business Mileage and Car Use	We have different mileage rates depending on your role's requirements for travel. Casual user is reimbursed per mile and an essential user car user receives an annual lump sum allowance plus reimbursement per mile, all to HMRC guidelines.
Special Leave	We know sometimes everyone needs support outside work, we have a fully flexible approach to taking special leave that is tailored to your circumstances.
Additional Health Benefits	We offer annual flu vaccinations and make a contribution towards eye tests and glasses costs for DSE users.
Annual Mental Health Support	Our counselling scheme offers up to 6 counselling sessions plus we can arrange additional support through our retained occupational health service where needed.
Team ateb	As part of the team you can access a range of activities relating to wellbeing and team events as well as our team forum.

Our Working @ateb Leading Principle...

“We must always put the customer, business, team and H&S first when planning and delivering our role profile responsibilities and service area outcomes”

How to apply

So, what's not to like! If you want to make a difference by creating better living solutions for the people and communities of West Wales, you have come to the right place.

Here's what to do to showcase why you are the person for this role...



■ STEP 1 | NOW!

Check out who we are and what we do on our website.
www.atebgroup.co.uk



■ STEP 2 | APPLY BY ON MONDAY 20th OCTOBER 2025

Once you've read the documents and you think it's the role for you, hit the apply button. Keep the information to hand as you'll need this to write a cracking application. At ateb Group we want to hear all about your skills and experience and how they relate to the role, so please don't be modest. Once you're happy with your application, press submit and wait for further information. This role will close at midnight on the date above.

Got a query? contact us on peopleteam@atebgroup.co.uk



■ STEP 3 | WE WILL LET YOU KNOW ASAP

After the closing date, we'll be in touch to let you know if you've been invited for an interview. All applicants will be contacted via e-mail so keep checking your inbox - don't forget to check your junk inbox if you haven't heard from us. We will always contact you.



■ STEP 4 | INTERVIEWS - FRIDAY 7th NOVEMBER 2025

The interview is an opportunity for us to find out more about you and an opportunity for you to ask us any burning questions you may have - relax, we're very nice! You will also meet some of your future team members for a chat over coffee or cup of tea.

Good Luck

Diversity Statement

ateb Group remains fully committed to the principles of non-discrimination and equal opportunities across all areas of the organisation, our subsidiaries and the communities we work within.

As part of our commitment to improving diversity and representation within our Group, we encourage candidates from all protected characteristics, as well as those with lived experience of disability, to consider joining our Board. Your unique perspectives and experiences are invaluable in helping drive our vision forward.

We are proud to have signed up to Tai Pawb's 'Deeds Not Words' pledge and to have made the Disability Confident commitment. If you are from a Black, Asian or Minority Ethnic background, or have a disability, and meet the essential criteria for the role, you will be guaranteed an interview.

If you would like to read more around our Equal Opportunities and Diversity Policy then please visit our [website](#).

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