

Role Profile for:

Housing Solutions Advisor

Employee Ref		
Leadership Group		A
Role Profile Ref		146
Joining Date		01/01/01
Last Updated		15/10/2025

WE ARE ATEB

Welcome to your ateb role profile. Our Role Profiles connect us all with our shared ateb



Vision.

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:	
Name	
Title	Housing Solutions Advisor
Employer	ateb Group Limited
Level	Leadership Group A
Report to	Customer Services Team Leader
Directorate	Customer

The role line responsibilities are:
None

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/01 – Lettings	To let all properties, all of the time
SA/02 – Income Collection	Rent due is collected from customers on time
SA/03 – Customer Advice and Support	Address and resolve customer enquiries/requests at first point of contact
SA/04 – Maintenance	Fix issues to the customer’s satisfaction
SA/06 – Compliance Works	All properties are compliant with required regulations
SA/09 – Tenancy Support	We have helped to create a great place to live
SA/25 – Independent Living	We improve the wellbeing of customers who require additional support

Primary responsibilities for the above outcomes:	
1	Handle all customer contact across phone, email, web and social media channels. Deliver a consistent, high-quality service by listening actively, responding professionally, and managing conversations with empathy and confidence.
2	Take ownership of customer queries, coordinating with internal teams and external partners to resolve them at first point of contact where possible. This includes managing sensitive or distressing issues such as financial hardship, domestic abuse, or mental health concerns with professionalism and empathy. Keep customers informed and ensure accurate, timely records are maintained in line with safeguarding and data protection policies.
3	Assist customers with housing-related queries such as rent payments/queries, housing applications, transfer requests, and property allocation, using the relevant systems i.e. ChoiceHome@Pembrokeshire. Provide accurate advice and guidance within the scope of the role, signposting or escalating to specialist teams when required.
4	Complete a variety of essential administrative tasks, including document handling, printing, scanning, and post. Arrange access and liaise with customers to ensure completion of building safety checks such as gas and electrical servicing. Follow agreed processes and procedures to ensure compliance, efficiency, and safety standards are consistently met.
5	Maintain professional boundaries and demonstrate emotional resilience when managing challenging or distressing customer interactions. Take a proactive approach to your own well-being, accessing support or guidance where necessary.

General role responsibilities:

1	Support all other service areas as appropriate/directed to achieve their outcomes where they require my input.
2	Continually review my 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 my 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 corporate 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>Experience (ideally in the last two years) of providing complex advice and support in customers is essential. Experience in a customer-facing or telephony-based environment or within housing or health and social care sectors is beneficial but not essential.</p> <p>You will be able to communicate clearly and calmly, using strong problem-solving skills to manage a wide range of customer queries, including those that may be complex or sensitive.</p>

	<p>You must be able to work in a fast-paced reactive environment, responding to a high volume of tasks including phone calls and administration, and the need to prioritise effectively. Furthermore, you will be able to work effectively in situations that can be emotionally demanding, maintaining professionalism and seeking support when needed deliver the best possible service.</p> <p>You will be confident using IT and Microsoft Office applications such as Outlook, Word and Excel, and comfortable navigating multiple systems while engaging with customers.</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	You will be confident to make the right decisions to ensure the best service outcomes. Making decisions involving checks and comparisons, using personal /professional judgment and knowing when to seek advice.
People management	Willing to learn from others and share own experience and knowledge. Let team members know what is expected of them.
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	May have responsibility for purchasing, cash or stock and should be able to review and report on budgets as and when required.
Organisational skills	Will be able to effectively set own work plan and prioritise key tasks.
Innovation	Must show a desire to improve and challenge what we do to constantly improve our service outcomes as effectively as we can. Identifies, plans and implements improvements within the team which support service delivery.
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 management improvements within own and others service areas to ensure the desired outcomes are achieved. Takes responsibility for achieving individual objectives and contributing to team and group projects.
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. In particular, 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	Be able to promote good communication throughout the organisation (verbal, written, face to face) ensuring teams are involved, informed and engaged at all times. 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	15	Please refer to reward@ateb for full details.
Car user	Casual user	If you do travel off site for meetings you will need to have a car available for business use, mileage will be reimbursed at HMRC standard rate.
Professional Subscription	No	
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 Hour	A flexible working system is in operation depending on your particular role and service outcomes.
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	ateb offices Milford Haven	A flexible working system is in operation in accordance with our Leading Principle and depending on your particular role and service outcomes you may be required to work in our offices/ premises, sites, at home or other suitable locations across Pembrokeshire, but your usual place of work will be ateb offices.
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