

Creating
better
Careers

ateb

Welcome to
your new home

#atebcareers

Housing Solutions Advisor Recruitment Pack

SALARY PACKAGE:
c25k per annum

Earn up to c27k per annum based on
annual performance reviews

CLOSING DATE:

Wednesday 5th November 2025

End of the day

INTERVIEWS:

Friday 14th 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 their 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: Housing Solutions Advisor

Working in the: Customer Services General Enquiries Team

You will focus on the following service areas:

- **Lettings** - To let all properties, all of the time
- **Income Collection** - Rent due is collected from customers on time
- **Customer Advice & Support** - Address and resolve customer enquiries/requests at first point of contact
- **Maintenance** - Fix issues to the customers satisfaction
- **Compliance** - All properties are compliant with legislative requirements
- **Tenancy Support** - We have helped to create a great place to live
- **Independent Living** - We improve the wellbeing of customers who require additional support

Some words from the current team:

Jaydie will be your direct manager...

This role sits within our General Enquiries team, which is our first point of contact for our customers. We handle a wide range of queries every day, no two days are ever the same! It is a busy and reactive environment, but also one where you are supported and encouraged to grow. I am really proud of the work our team does, and the difference we make for customers.

Mark will be your Directorate lead...

Our directorate plays a crucial role in supporting our teams to deliver great customer service. Jaydie continues to help guide ateb's customer service team forward to ensure we continue to create better living solutions for our customers and how we can best support them in the future.

Your Role @ateb

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

- Be the first person our customers speak to. Take time to listen, understand their situation, and find the right solution. Whether it's providing advice, resolving an informal complaint, or supporting someone to use their My ateb Account, your goal is to make every interaction a positive one.
 - Communicate and collaborate effectively with colleagues across ateb, sharing information, coordinating tasks, and helping to deliver a joined-up approach to service delivery.
 - Support customers with housing related services such as rent payments, housing applications and general occupation contact advice - providing accurate information and signposting where needed.
 - Handling sensitive or complex situations such as financial hardship and mental health concerns with empathy and professionalism.
 - Provide administrative support to the Housing Solutions team and wider business from our Milford Haven offices, with some flexibility to work from home. Keep records accurate, organised, and audit ready to help the team deliver a smooth and reliable service.
 - Maintain accurate, timely and compliant records using internal systems, ensuring all customer interactions and actions are logged correctly to support audit, performance and service delivery.
 - Consistently demonstrate equality, diversity and inclusion in all interactions, treating every customer and colleague with fairness and respect. Record equality, inclusion and diversity information accurately and sensitively on appropriate internal systems.
 - Assist other service areas as required, providing flexible support to help them achieve their outcomes and contribute to ateb's wider organisational goals. Interactions and actions are logged correctly to support audit, performance and service delivery.
- Improve Customer Service
 - Serve More People
 - Increase Business Effectiveness

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Reward @ateb

Salary

c£25,200

c£25,200k per annum

Earn up to c£27,194k per annum based on annual performance reviews

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:

<p>Annual Leave: 30 Days Pro Rata 222 hours Pro Rata</p>	<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>
<p>Contributory Pension: c£2,500</p>	<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>
<p>Simply Health*: Over £1,000</p>	<p>Over £1,000 of annual health benefits from dental to hospital expenses plus online GP and counselling services.</p>
<p>Life Insurance Cover*: c£75,000</p>	<p>Connected to our pension membership, you'll receive 3 times your salary life insurance cover for your family.</p>
<p>Sickness Benefit: 3 mths full & 3 mths half</p>	<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>
<p>Days to Support our Good Causes: 2</p>	<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>
<p>Learning and Development</p>	<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>
<p>Professional Subscriptions</p>	<p>We will pay one of your annual professional membership subscriptions where it relates to your role.</p>
<p>Trust Clock - flexible working</p>	<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 - WEDNESDAY 5th NOVEMBER 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.

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 14th 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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