

Creating
better
Careers



West Wales Care and Repair
Gofal a Thrwsio Gorllewin Cymru

Adaptations Administrator

Recruitment Pack

SALARY PACKAGE:
c21k per annum based on
30 hours per week.

*Earn up to c£22k based on
annual performance reviews.*

CLOSING DATE:
Sunday 8th March 2026

INTERVIEWS:
Thursday 19th March 2026



atebgroup.co.uk

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West Wales Care & Repair (WWCR)

A message from ateb's Chief Executive Nick

Let me start by saying West Wales Care & Repair is a great company to work for ... why, I hear you say! Well, we help people to stay in their homes, we help people to remain independent, we genuinely make a difference to thousands of people across Ceredigion and Pembrokeshire every year. But that's not enough to be great ... our WWCR team are constantly telling us they are happy in their work, they take time out to connect with each other, and they have the ongoing support of the ateb Group to call on. And there's more ... add a good range of work / life terms and conditions and a Team Commitment to keep us pushing for more team value over time ... then that's why I think it is a great company to work for.

As an Adaptations Administrator, you will be in the WWCR adaptations mission control role! understanding and matching customers' needs to service delivery through our great team of craftspeople. We regularly achieve 100% customer satisfaction (no pressure), which we are really proud of, as customers ultimately judge whether we are getting it right or wrong. You will like to be busy, you will be organised, and you will like connecting with people, being a bit of a problem solver will help ... no one customer interaction will be the same... We have plenty of partner companies we connect with as well e.g. health agencies and older person support groups and services, as we cannot do it all on our own.

I hope you are curious. We encourage improvement through innovation. Why not do something better tomorrow than you did today? - It might be easier for you, meaning more time for you to do other things, it might give the customer more satisfaction, or it could save our service some costs - all of these outcomes are great. We work over a large area via a hybrid working arrangement that seeks to ensure our DNA always runs through our teams and through what we do. So there it is, a great job for a great company. Are you going to be our next great team mate? Good luck.

Nick Hampshire

Chief Executive



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.

WWCR = 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:

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



The WWCR Team

Part of the Customer Directorate at ateb Group

■ 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, supporting older people across Pembrokeshire and Ceredigion to live independently in their own homes.

■ 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

West Wales Care and Repair Facts and Figures:

- 756 Healthy Home Checks completed in the last 12-month period.
- 1,730 customers supported remaining independent in their own home by installing aids and adaptations in the last 12-month period.
- 100% of customers were satisfied with the service they received.

■ The Future

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

- Investing in our team's development to meet future needs of customers.
- Exploring the viability of new service offers, and delivering more services to more people.
- Exploring options for improving engagement with our customers to understand all their needs to help them live independently in their own homes.

Your Role @WWCR

You will be our:

Adaptations Administrator

Working in the:

West Wales Care & Repair team

You will focus on the following service areas:

- **Customer Advice and Support**

- Enabling people to live independently in their homes.

- **Rapid Response**

- Prevent admission to hospital/care or get people out of hospital/care & into their home by agreed discharge date.

- **Adaptations**

- Enabling people to live independently in their own homes.

- **Technical Services**

- Generate income to support core activities

Some words from the current team:

Sam will be your team leader...

Thanks for your interest in joining our team! If you are patient, empathetic and a skilled administrator, we hope to meet you! Our job is about more than word processing; all our interactions make a difference. As the first voice on the phone, we set the tone for the customer experience thereafter. If you enjoy talking to older people, multi-tasking, and working collaboratively in a small team, this is a great opportunity in a busy role. Covering Pembrokeshire and Ceredigion, Welsh speaking would be an advantage but is not essential.

Mark will be your directorate lead...

West Wales Care & Repair is a valued part of ateb's Customer Directorate supporting older people in Pembrokeshire and Ceredigion to remain safe and independent at home. We are pleased to be expanding the casework service through additional Welsh Government grant funding to meet the demand for advice and support from older customers in West Wales.

Improving Homes, Changing Lives

Please see the attached role profile for more details.

Your Role @WWCR

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

- You will provide first point of contact to customers for advice and guidance, referring to our Casework service and other organisations as appropriate to meet customer's needs.
- You will liaise with partner organisations with regards to customers' needs and advise what services we offer.
- You will be responsible for the Agency's administration with a focus on adaptations, repairs, minor and major works.
- You will ensure work is completed within agreed timeframes and within grant remit available, both by West Wales Care and Repair's craftsperson team or by private contractors and local partners.
- You will be an active member of the Administrator Team and participate in regular team and 1:1 meetings.
- You will ensure customer complaints are resolved where possible to customers' satisfaction, representing West Wales Care & Repair with a positive customer focus.
- You will be involved and participate in the continued development of the adaptations service within West Wales Care & Repair.
- You will work closely with the Craftsperson team, ensuring work orders are processed efficiently and issues resolved promptly.
- You will liaise with the Casework service to answer customer enquiries and keep appropriate records.

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

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Reward @ateb

Salary
c£21,000

c£21,000k per annum

Salary based on 30 hours per week. Please see notes below regarding our new reward @ateb framework.

Reward Framework

We have recently introduced our new reward @ateb framework which consists of the following:

Performance
Related Pay
**up to
£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 years salary up to c£300 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	Our annual leave year runs from 1st January to 31st December with full time entitlement of 30 days per year, pro rata for part time working arrangements. The Group will usually close the office for 3 days between the winter bank holiday period and these are in addition to your annual leave allowance. You will be able to take your leave in hours to increase further your work/life flexibility.
Contributory Pension: c£2,100	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%.
Simply Health*: Over £1,000	Over £1,000 of annual health benefits from dental to hospital expenses plus online GP and counselling services.
Life Insurance Cover*: c£63,000	Connected to our pension membership, enjoy x3 salary life cover for your family.
Sickness Benefit: 3 mths full & 3 mths half	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.
Days to Support our Good Causes: 2	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.
Learning and Development	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.
Professional Subscriptions	We will pay one of your annual professional membership subscriptions where it relates to your role.
Trust Clock – flexible working	Flexible time and location working environment. Meet our leading principle and we are flexible on how and where you deliver great customer outcomes.

*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 websites.

www.atebgroup.co.uk

www.careandrepair.org.uk/agencies/care-repair-west-wales/



■ STEP 2 | APPLY BY SUNDAY 8TH MARCH

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 | INTERVIEW - THURSDAY 19TH MARCH 2026

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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