



#atebcareers

Property Surveyor Recruitment Pack

SALARY PACKAGE

c£40k per annum

Earn up to £43k per annum based on annual performance reviews

CLOSING DATE

12th March 2026



atebgroup.co.uk



The ateb Group

A message from the ateb team

There is an awful lot of great things going on at ateb as we speak and we want to attract more great people to support our current teams to do their best for the people and communities we serve, here in West Wales.

Across the UK, how we go about assessing issues raised with the homes we manage is changing. We feel positive that our homes are of a good standard and that our teams and partners already provide a responsive service that keeps our customers safe and secure in their homes but where we can do more, we will try to do so. This role will support the teams to understand customer property queries, their homes condition and any work or intervention that's needed to rectify.

You will be part of a great team but you will also need to work and make independent decisions to ensure that customer support, advice and works are programmed within demanding timelines. As is the ateb way, building relationships and trust with our customers will be key to engendering trust and ensuring your decisions are understood and welcomed. Partnering with external contractors, our internal trades team and other investment related teams will be part of the day job!

So, technically astute, relationship oriented and a drive to make a difference for your customers and your wider teams is a great place to build. A lot of our homes are in the far West so being available and accessible responsively will be a need. ateb in return offers a comprehensive range of terms and benefits that is aimed at making you feel trusted, part of a wider team and an ability to develop your skills sets and experiences.

The ateb DNA of trust, togetherness and empowerment to help us to create better living solutions is the long term key to our successes, Happy, empowered teams that connect with each other, that innovative and want to make a difference, will drive our services beyond our customers' expectations. Hopefully this is the environment you want to be in and you want to help grow? If so, please get your details in to us, our friendly, supportive people team is here to help. 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** - Help support the challenges of the cost of living crisis
- **Safe Homes** - Keep our homes compliant
- **Customer Service Investment** - Make improvements to service delivery
- **Collaboration** - Work with others to achieve more
- **Lower Carbon** - Work towards our 'ateb net zero' target

ateb



West Wales **Care & 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 active 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



Development & Asset

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

Scope

The Customer Directorate consists of 10 delivery teams:

- Customer Services - Lettings, Income Collection, Customer Advice and Support, Customer Engagement, Community Development, Tenancy Support and Independent Living.
- Property Services - Maintenance, Compliance and Shared Spaces.
- Plus our subsidiary company West Wales Care and Repair.

Background

- 126 homes re-let in the last 10-month period, and 77 new homes let
- 24,738 calls received by our contact centre in the last 10-month period
- 1,248 ateb customers provided with money advice and support.

Property Facts and Figures:

- 3,364 ateb homes maintained with plans for more
- An average of 1,057 repairs completed each month

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

- Improving our Older Persons housing offer.
- Improving our customer engagement offer.
- 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.

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.

Your Role @ateb



You will be our: **Property Surveyor**

Working in the: **Property Team**

You will focus on the following service areas:

- **Maintenance** - Fix issues to the customer's satisfaction
- **Compliance** - All properties are compliant with the required regulations

Some words from your current team:

Paul will be your direct manager...

This is a new post which will play a crucial role in ensuring that our homes are safe and secure for our customers. As ateb's new Property Surveyor you will play a key part in the delivery of ateb's reactive repairs service working closely with colleagues and customers. I am really keen on making sure our ateb DNA is at the forefront of our team's approach.

Mark will be your directorate lead...

The customer directorate plays a critical role in delivering, maintaining and improving our customer's homes. This is an exciting new role which will shape and improve the delivery of our reactive repairs service.

**Improvement is the day job,
we will always seek to improve
what we do.**

Your Role @ateb

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

- Responsible for conducting property inspections that will include a HHSRS assessment and a survey of property condition, where we receive reports that a Contract Holder / Household member is at significant risk with an assessed likelihood of imminent harm or a significant risk with no assessed likelihood of imminent harm due to property condition.
- Responsible for making safe the property at the point of inspection or liaising with others on action to mitigate risk where this is not possible.
- Responsible for specifying the works required to the property to address any issues identified from the property inspection.
- Responsible for compiling a written summary plan for Contract Holders that will include confirmation of the nature of the hazard identified and whether it has been assessed as presenting imminent harm or not. The action that has been taken/will be taken to make the property safe. Details of the work to be undertaken to remedy the hazard. When the work is likely to start and finish.
- Responsible for liaising with others to address non-property related findings arising from the inspection
- Responsible for resolving any customer concerns or complaints implementing a lessons learnt approach to approve service delivery

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

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Reward @ateb

Salary

c£40,000

c£40k per annum

Earn up to c£43,000k 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
£3,200**

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 £2,000 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£4,000</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 £120,000</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 - THURSDAY 12th MARCH 2026

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

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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