

**Role Profile for:**

# **Head of Property**

<b>Employee Ref</b>		
<b>Leadership Group</b>		<b>D</b>
<b>Role Profile Ref</b>		<b>094</b>
<b>Joining Date</b>		<b>01/01/01</b>
<b>Last Updated</b>		<b>02/03/2026</b>

## 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:	
<b>Name</b>	
<b>Title</b>	Head of Property
<b>Employer</b>	ateb Group Limited
<b>Level</b>	Leadership Group D
<b>Report to</b>	Executive Director for Customer
<b>Directorate</b>	Customer

The role line responsibilities are:
Maintenance and Voids Manager
Landlord Health & Safety Compliance Manager
Facilities Management Lead

## 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/04 – Maintenance	Fix issues to the customers satisfaction
SA/05 – Shared Spaces	Our shared spaces are clean, well-kept and safe environments
SA/06 – Compliance	All properties are compliant with the required regulations

Primary responsibilities for the above outcomes:	
1	Lead the team to effectively deliver reactive maintenance, and void works service that meets customer expectations in accordance with corporate and/or strategic requirements.
2	Ensure works are delivered in line with all regulations and legislation.
3	Ensure effective contract management where external contractors are responsible for the delivery of reactive repairs and void works.
4	Lead the development of the best long-term processes, structures, partner, and supply chain relationships based on customer focused outcomes.
5	Lead the development of new information systems and modelling to allow us to make the best existing home investment decisions over the long term.
6	Lead the team in the delivery of services in shared spaces ensuring that they are clean, secure, well-kept and safe environments in accordance with corporate and/or strategic requirements.
7	Ensure shared spaces are maintained in line with all regulations and legislation including service charge legislation.
8	Lead the team in the delivery of compliance works ensuring that they are undertaken in accordance with the right legislative/recommended specifications and corporate and/or strategic requirements.
9	Lead the ongoing development of accurate and logical systems for recording compliance related data and documentation.

10	Be responsible for all aspects of asset compliance activities and ensure that they consider: statutory, regulatory and policy requirements; customer engagement; the need to anticipate and respond to changes.
11	Oversee the specification, ordering, administration, completion, and payment of compliance regimes.
12	Initiate and lead projects that respond to changes in the law, best practice, and strategic direction.
13	Lead a “health and safety first” approach to all compliance activities including the assessment and mitigation of risk.

<b>General role responsibilities:</b>	
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
<b>SA/17 – Strategy</b>	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.
<b>SA/18 – Assurance Management</b>	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.
<b>SA/19 – H&amp;S</b>	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.
<b>SA/20 – PR, Marketing &amp; Communications</b>	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.
<b>SA/22 – Performance &amp; Data management</b>	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.
<b>SA/23 – Procurement &amp; Supplier Management</b>	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
<b>Technical Competency</b>	<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>Extensive operational management experience in a property role. A professional qualification in areas of expertise and/or hold full membership of a professional body (e.g., CIH, RICS, ACCA). Experience of managing the operational and H&amp;S requirements of a property team. A management qualification together with a NEBOSH or IOSH qualification would also be great. Must have the ability to work on own initiative and encourage proactive team approach to achieving performance goals.</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>
<b>Decision making</b>	<p>Confident to assess and make the right decisions for their service areas, effective translation of strategy into operational delivery, promotes clear proposals and reports to EMT and Board on key service area issues.</p>
<b>People management</b>	<p>Inspires and motivates others to develop confidence to realise their potential. Positively challenges others to deliver work to a high standard. Supports others through change. Ensure regular feedback on what has been done well and where there is room for improvement. Able to show leadership style in all interactions.</p>
<b>Team working</b>	<p>Need to create the right environment for teamwork to thrive both internally and externally. Be able to lead and participate in teams effectively</p>
<b>Financial control</b>	<p>Contributes to the overall strategic financial planning, manages budgets and maintains accurate and transparent financial information to assist with effective financial monitoring relating to the areas of responsibility.</p>
<b>Organisational skills</b>	<p>Need to prioritise own and others efforts to make sure our outcomes are achieved efficiently with great customer experience. Identifies departmental/organisational activities and resources required to meet strategic aims.</p>
<b>Innovation</b>	<p>Takes responsibility for delivering innovation and creativity within their own and others service areas through the engagement of all.</p>
<b>Customer service</b>	<p>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.</p>
<b>Project / process management</b>	<p>Project manage improvements within own and others service areas to ensure the desired outcomes are achieved. Ability to lead programmes of change or transformation.</p>
<b>Enthusiasm</b>	<p>Self-starter bringing personal drive and positive attitude to help all find solutions to problems. Be able to promote our DNA at all times.</p>

<b>Technology Competency</b>	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.
<b>Comms / PR / Marketing</b>	Develops and maintains effective communication systems. Deals with people on complex, challenging matters and issues, requiring tact and diplomacy at times. Monitors the effectiveness of communication within their areas of responsibility. 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
<b>Base Salary</b>	£	Per annum paid on the 28th of the month or the previous Friday if the 28th falls on a B/H, Sat or Sun.
<b>Salary band</b>	5	Please refer to reward@ateb for full details.
<b>Car user</b>	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.
<b>Professional Subscription</b>	Yes	The Group will pay for one professional subscription fee per annum.
<b>Simply Health Scheme</b>	Basic Level Contributions	The Group offers a contributory health plan Simply Health, you can increase your cover to suit your needs.
<b>Hours per week</b>	37 Hours	A flexible working system is in operation depending on your particular role and service outcomes.
<b>Annual Leave</b>	30 days basic (pro rata)	Plus 3 additional days (pro rata) the timing of which is at the discretion of the Group.
<b>Place of work</b>	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/Ceredigion), but your usual place of work will be ateb offices.
<b>Learning &amp; Development</b>	Yes	We support our team to develop their learning
<b>Wellbeing</b>	Yes	A programme of team wellbeing activities.
<b>Pension</b>	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.
<b>DBS</b>	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