

Creating  
better  
**Careers**

#atebcareers

# Head of Property Recruitment Pack

## SALARY PACKAGE

c£68k per annum

Earn up to £74k per annum based  
on annual performance reviews

## CLOSING DATE

27th March 2026

## INTERVIEW DATE

16th April 2026



[atebgroup.co.uk](http://atebgroup.co.uk)



# The ateb Group

## A message from the ateb team

Hi,

And are you sitting comfortably? Knowing our industry as you probably do, you'll be aware that there are currently a lot of challenges in the social property sector to ensure homes meet changing environmental and legislative demands, both in the short and long term. At ateb, we are already working hard on these new proposals and have plenty of ideas from our customers and teams about other areas where we can improve. As our Head of Property, you will be central to bringing these ideas, innovations and improvements to life, ultimately for the benefit of the customers we serve.

Making sure our customers are safe and secure is a key requirement of the teams you will lead, whether from a compliance point of view (for example electrical, gas and lift equipment safety) or through our number one customer-demanded service - repairs. With in-house trade teams, supplemented by a contractor framework, we work hard to ensure we do things right the first time. Customers give us good feedback on the property services we provide, and our homes are generally of a good standard, but we know we can always do more to help.

Working at ateb, you will be a key part of an organisation that aspires to improve. As part of the Senior Management Team, you will be integral to our future improvement planning and delivery. We offer a competitive range of benefits and a working culture that strives to place Trust, Togetherness and Empowerment at the core of everything we do. We work in a great part of the UK and have a strategy to do even more for the people and communities we currently serve, and those we hope to serve in the future.

Thank you for taking the time to look at this role. We hope you apply and let us know why you are the right person for us. We are here to help with any queries and are always happy to have a chat if that would help. Get clicking and get your application in - you won't regret it!

**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



# Customer

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.

## Team

There are 117 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

- 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

- Being prepared for a range of new regulation including the Building Safety Act.
- Ensuring our homes are free from property hazards such as damp and mould and where identified we respond quickly.
- 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: **Head of Property**

Working in the: **Property Services Team**

You will focus on the following service areas:

- **Shared Spaces Management** - Our shared spaces are clean well-kept and safe environments
- **Compliance** - All properties are compliant with the required regulations
- **Maintenance** - Fix issues to the customer's satisfaction

Some words from your current team:

Mark will be your directorate lead and Line Manager...

Our directorate provides a range of services to help our customers live happily in their homes. In each service area, we want to make sure that it's clear what we do and how we can help our customers. From letting homes that meet expectations, carrying out repairs and maintenance, planned improvements and ensuring our homes are safe and secure; to providing customer advice and support and supporting people to live independently, our Customer Directorate will always aim to deliver the right service outcomes, efficiently with great customer experience.

**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:

- Lead the team to effectively deliver reactive maintenance, and void works service that meets customer expectations in accordance with corporate and/or strategic requirements.
- Ensure works are delivered in line with all regulations and legislation.
- Ensure effective contract management where external contractors are responsible for the delivery of reactive repairs and void works.
- Lead the development of the best long-term processes, structures, partner, and supply chain relationships based on customer focused outcomes.
- Lead the development of new information systems and modelling to allow us to make the best existing home investment decisions over the long term.
- 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.
- Ensure shared spaces are maintained in line with all regulations and legislation including service charge legislation.
- 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.
- Lead the ongoing development of accurate and logical systems for recording compliance related data and documentation.
- 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.
- Oversee the specification, ordering, administration, completion, and payment of compliance regimes.
- Initiate and lead projects that respond to changes in the law, best practice, and strategic direction.
- Lead a “health and safety first” approach to all compliance activities including the assessment and mitigation of risk.

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

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# Reward @ateb

## Salary

**c£68,000**

c£68k per annum

Earn up to c£74,000k 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  
£5,500**

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 £3,400 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 <b>30 Days</b> pro Rata <b>222 hours</b> 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: <b>c£6,800</b></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 <b>Over £1,000</b></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*: <b>c £204,000</b></p>	<p>Connected to our pension membership, you'll receive 3 times your salary life insurance cover for your family.</p>
<p>Sickness Benefit <b>3 mths full &amp; 3 mths half</b></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 <b>2</b></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](http://www.atebgroup.co.uk)



## ■ STEP 2 | APPLY BY - FRIDAY 27TH 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](mailto: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 - THURSDAY 16TH APRIL 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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