

Creating
better
Careers

#atebcareers

Maintenance Operative Recruitment Pack

SALARY PACKAGE

Depending on skills
c£28k per annum

Earn up to £30k per annum based
on annual performance reviews



atebgroup.co.uk

CLOSING DATE

Sunday 12th April 2026

INTERVIEW DATE

**Wednesday 29th
April 2026**



The ateb Group

A message from the ateb team

Hello and welcome to the ateb recruitment pack for our Maintenance role. ateb is a major landlord in Pembrokeshire and takes its property maintenance responsibilities seriously. Our aim is to provide safe and secure homes for our customers and ensure our services meet their expectations. As repairs are our most requested service, investing in great people with the right skills and customer awareness is essential to our team's success.

You will be confident in organising your own workload, with the reassurance that you are supported by a team that wants you to succeed. Our team commitment focuses on how we will support you to make a difference, be part of a great team, develop yourself, and be rewarded with a comprehensive range of benefits and work-life balance solutions. As you would expect, we will equip you with the right resources, skills and support needed to carry out your role as effectively as possible.

Our maintenance service benefits from strong customer buy-in and excellent feedback. We are currently working with our customers to improve even further - being open to change, identifying issues, and proposing solutions is how we want to work. This open and transparent style of service delivery reflects our DNA of trust, togetherness and empowerment. The more we can embed this DNA in what we do, the more effective our services will be.

ateb is always on a journey to do things better and more effectively for the people and communities we serve. Be part of that journey and help us bring our ateb Vision to life. We hope this pack has given you the enthusiasm to apply for the role. If you have any questions, please contact our friendly team, who will be happy to help you showcase yourself in the best light. Get applying now - and good luck if you do!

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

Property and Compliance sits within the Customer Directorate and 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: **Maintenance Operative**

Working in the: **Property Team**

You will focus on the following service areas:

- **Lettings** - To let all properties, all of the time
- **Maintenance** - Fix issues to the customers satisfaction
- **Compliance** - All properties are compliant with required regulations
- **Planned Maintenance** - Improvement programmes delivered to customer satisfaction

Some words from your current team:

Luke will be your direct manager...

Our Maintenance Role sits within the property team at ateb, and we are really looking forward to welcoming you on board to help us effectively manage our service area commitments in general maintenance/repairs & also void property works.

As part of this role you will be joining an experienced team who work together and support each other to help deliver great customer service to all ateb customers. You will become a valued member of the team.

Mark will be your directorate lead...

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.

Your Role @ateb

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

- Responsible for effectively and efficiently delivery of our in-house responsive repairs' programme.
- Responsible for ensuring our void properties are turnaround and ready to let to a high standard by following our void works procedure.
- Contribute to the continued safety of all ateb staff & customers, contractors and the public.
- Liaise, support and collaborate with other Maintenance team members
- Liaise, support and collaborate with other teams and members of staff within ateb.
- Provide a great customer service to all our customers.
- Ensure an excellent standard of health and safety management on all works carried out.
- Promote our work with various audiences that support our Purpose, DNA & our Strategic Aims.

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

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Reward @ateb

Salary

Depending on skills

c£28,500

c£28.5k per annum

Earn up to c£30k 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
£2,300**

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 £1,400 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 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£2,800</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 £84,000</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 - SUNDAY 12TH APRIL 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 - WEDNESDAY 29TH 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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