

Creating
better
Careers

#atebcareers

Property Services Advisor Recruitment Pack

SALARY PACKAGE

c£25k per annum

Earn up to £27k per annum based
on annual performance reviews

CLOSING DATE

12th April 2026

INTERVIEW DATE

20th April 2026



atebgroup.co.uk



The ateb Group

A message from the ateb team

Hello and many thanks for taking the time to have a look at the role we are advertising here. Housing Associations do fantastic work for the people and communities we serve. We do this by offering safe, secure, affordable homes that are supported by great customer service. It goes without saying that if we do not invest in our homes and our supporting services, we will not achieve our commitment to our customers. This is very much a team effort, and a lot of people and partners are involved in making this a reality.

This role - and potentially you! - are very much part of the team that will make the above happen. We are currently investing more resources into our property services teams to ensure that, with changing legislation, we are resourced with the right skills and experience to continue to meet our customers' expectations. You will need to be a problem solver, have an understanding nature, be prepared to listen, and be empowered to make decisions to "Get Things Done". Having knowledge of customer relationship management and property maintenance will help, but as part of a team, we will also support you to develop your skills and, hopefully, your career with us.

ateb set out its DNA a few years ago, and its principles still hold true today. We want to build teams based on trusting relationships that work collaboratively and focus on customer outcomes. Our purpose of creating better living solutions remains our guiding light, as making a difference to the customers we serve is central to everything we do, both individually and collectively.

Get your application in and, hopefully, you will be able to come and talk to us about why you should be our next Property Services Advisor. If you have any queries, please contact our team for support. We look forward to hearing from you.

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 Directorate

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 & Repair

- Developing our services to deliver more to more people.

Your Role @ateb



You will be our: Property Services Advisor

Working in the: Customer Service Team

You will focus on the following service areas:

Lettings

- All properties let, all of the time

Customer Advice and Support

- Address and resolve customer enquiries / requests at first point of contact

Compliance Works

- All properties are compliant with legislative requirements

Maintenance

- Fix issues to customers satisfaction

Some words from your current team:

Ruth will be your direct manager...

As a Customer Service Advisor in the repairs team, you will join a skilled and supportive team dedicated to working collaboratively to provide outstanding service to all ateb customers. Your role will be integral to our success, and you will quickly become a valued member of this committed group.

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:

- Drive timely and effective resolution of customer repair requests by coordinating with internal teams and external contractors, ensuring high customer satisfaction, consistent adherence to service standards, and achievement of team performance targets.
- Serve as the primary customer contact across all channels, logging repairs, resolving general enquiries, addressing informal complaints, and scheduling safety checks to consistently deliver exceptional service and enhance customer satisfaction.
- Safeguard the wellbeing of customers, staff, and visitors by ensuring full compliance with periodic building safety checks achieving 100% completion of essential tests such as annual gas and electrical servicing to maintain a secure and legally compliant environment.
- Support cross-functional collaboration with internal teams and external agencies to uphold compliance with established policies and procedures ensuring seamless delivery of services such as minor adaptations, planned maintenance, tenant engagement, rent collection, and housing advice.
- Support all other service areas as appropriate/directed to achieve their outcomes where they require my input.
- Continually review my service area outcomes to ensure they achieve the right customer outcomes as effectively as we can.
- Consistently demonstrates values of equality and diversity.
- To undertake any other duties as required which are compatible with the requirements of the post.

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

#atebcareers

Reward @ateb

Salary

c£25,900

c£25.9k per annum

Earn up to c£27k 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
£1,200**

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 £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£2,500</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 £75,000</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 - MONDAY 20TH 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](#).

Creating
better
Careers