Creating better **Careers**

#atebcareers

Heating & Plumbing Engineer

Recruitment Pack

Temporary role until Initially April 2027

SALARY PACKAGE

c£35k per annum

Earn up to £38k per annum based on annual performance reviews

CLOSING DATE

20th September 2026

INTERVIEW DATE

1st Oct 2026

disability confident COMMITTED

atebgroup.co.uk

The ateb Group

A message from the ateb team

As we support over 3,400 homes, it's vital that the heating and plumbing systems within them operate as efficiently as possible. When they do, our customers benefit from lower running costs and fewer breakdowns. That's why we need you as part of our Heating & Plumbing team.

Being part of this team means helping to keep our customers safe and warm, whatever the mix of technologies across our homes. We have strong relationships with our customers, who value the support our team provides– but we're always looking to go further, whether that's exceeding expectations or finding more efficient ways of working.

Continuous improvement is a key part of this role. We want our teams to feel empowered to take ownership and drive positive change where it matters most. We work hard to ensure our DNA is visible and felt in everything we do, because great service is delivered by great people.

We offer a comprehensive range of terms and benefits, alongside a friendly and supportive working environment where you can develop your skills and career. Ongoing learning, development and maintaining qualifications are all part of being an ateb team member–essential in a technical and ever-evolving field like heating and plumbing.

As a significant employer in Pembrokeshire, with continued investment in both existing homes and new-build properties, we're able to invest in our own trade teams. We hope this pack has shown that ateb could be the right next step in your career. Please submit your application – we look forward to reviewing it, meeting you at interview, and hopefully welcoming you to the team. Thank you for taking the time to learn more about ateb, and 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

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

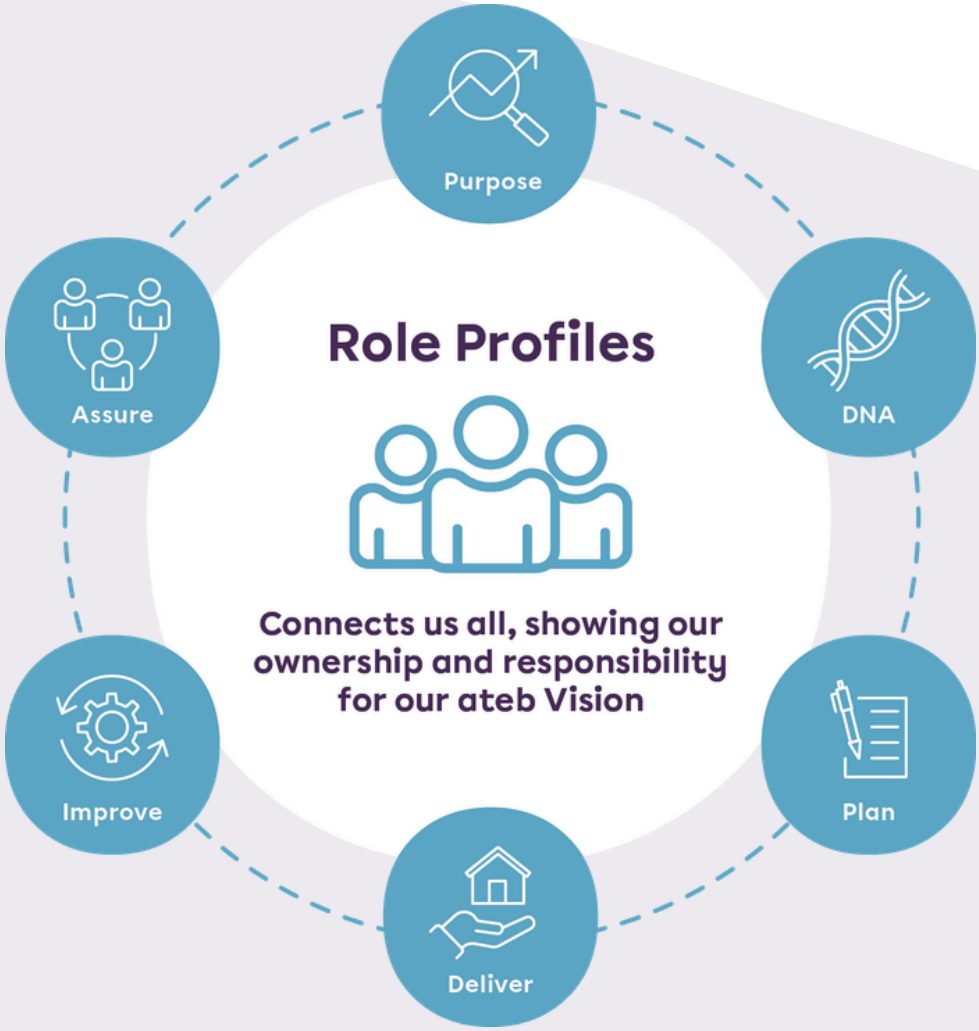
DNA
Trust, Togetherness
and Empowerment

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: Heating and Plumbing Engineer

Working in the: Property & Maintenance Team

You will focus on the following service areas:

Lettings
- All properties let, all of the time

Maintenance
- Fix issues to customer's satisfaction

Compliance
- All properties are compliant with legislative requirements

Planned Maintenance
- Improvement programmes delivered to customer satisfaction

Some words from your current team:

Chris will be your direct manager...

Our Heating & Plumbing 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 compliance and general repairs/ maintenance. 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 this 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:

- Complete annual servicing and landlord safety checks of heating/plumbing systems.
- Contribute to reactive maintenance by providing plumbing and heating repairs as required.
- Liaise with customers, supervisors, team leaders, the wider trade teams, external contractors, suppliers and other colleagues within the ateb Group, providing advice and support when needed.
- Contribute to the turnaround of our void properties by carrying out any plumbing and heating works as required.
- Provide a great customer service experience to all customers.
- Ensure an excellent standard of H&S Management on all works carried out.
- Ensuring that ateb properties are compliant with all legislative requirements.
- Contribute to the planned maintenance programme by completing planned boiler/central heating/bathroom replacements and other planned works when required.
- Promote our work with various audiences that support our Purpose, DNA and our strategic aim.

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

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Reward @ateb

Salary **c£35,400**	**c£35.4k per annum** **Earn up to c£38k 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 Temporary role until April 2027

Reward Framework

Our reward @ateb framework consists of the following:

Performance Related Pay **Up to £2,800**	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 £1,700 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:

Annual Leave **30 Days** pro Rata **222 hours** pro Rata	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. 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.
Contributory Pension: **c£3,500**	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%.
Simply Health **Over £1,000**	Over £1,000 of annual health benefits from dental to hospital expenses plus online GP and counselling services.
Life Insurance Cover*: **c £105,000**	Connected to our pension membership, you'll receive 3 times your salary life insurance cover for your family.
Sickness Benefit **3 mths full & 3 mths half**	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.
Days to Support our Good Causes **2**	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.
Learning and Development	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.
Professional Subscriptions	We will pay one of your annual professional membership subscriptions where it relates to your role.
Trust Clock - flexible working	Flexible time and location working environment. Meet our leading principle and we are flexible on how and where you deliver great customer outcomes.

*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 20TH SEPTEMBER 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 - 1st OCTOBER 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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