

Creating  
better  
**Careers**

#atebcareers

# Decarbonisation Assistant

(Job Share) 2.5 Days per week -  
Wednesday pm, Thursday & Friday

## Recruitment Pack

### SALARY PACKAGE

c£13k per annum

Earn up to £14k per annum based  
on annual performance reviews



### CLOSING DATE

19<sup>th</sup> July 2026

### INTERVIEW DATE

10<sup>th</sup> August 2026

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



# The ateb Group

## A message from the ateb team

Now that's quite a long job title, so let's dig a bit deeper into what it means. Decarbonisation is a bit of a buzzword for making sure our customers' homes are as energy efficient as they can be. We want to achieve this for several reasons: to meet government targets, help reduce running costs for customers, and lower the carbon impact of our homes on the environment. It sounds simple, but because we manage so many homes, the scale and diversity of what we need to do is significant.

What cannot be underestimated is the change in the way our customers use new technologies, and the training and support they need when these technologies are introduced. I am talking about things like air source heat pumps, solar panels, and battery storage. However, even where we super-insulate a home, this can lead to changes being needed in its ventilation in order to avoid unexpected outcomes. Basically, there is a lot to consider and a lot to explain - cue this role!

As a job-share partner, you will need to work closely with your counterpart to ensure customers are kept informed and delivery outcomes are met. This means great organisation and communication skills will be high on your list of strengths for this role. So now it's time to apply - what have you got to lose? We do need your information to progress to the next stage, so please follow the details in this pack and ask for help if you get stuck. We wish you the very best of luck in applying for this important role that will help shape how our customers use their homes. 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



# Development & Assets

Some say this is the best directorate in the world...

## Scope

The directorate consists of 3 delivery teams; Development, Strategic Asset Management (SAM), Property Investment

- **Development**

Includes 3 service areas:

Land - acquisition, planning and tender preparation.

Construction - On site works and property handovers.

Sales - Sales activities

- **SAM**

Includes property condition collection and property data analysis leading to investment works programme inclusion in Business and Financial planning.

- **Property Investment**

Includes delivery of  $\frac{2}{3}$  year planned works programmes from either frameworks or individual tender packages.

In total we have 25 posts within the directorate 7 in SAM and 18 in property investment.

## Background Facts

- The team manages and oversees Planned Maintenance like kitchens, bathrooms and window upgrades as well as the retrofit decarbonisation measures like Solar Panels, heating upgrades and Insulation.
- Small team of 5 Surveyors and 2 administrators.
- We manage workstreams that have multi million pound budgets.
- Part of the newly form Assets and Development Directorate.
- Work closely with the Assets team and Repairs.

## The Future

- We want to develop our offer in a wider geographical area; we want to help our customers running costs by improving air tightness and installing non fossil heating solutions. We want to be able to be ahead of the game in terms of understanding our property data and predicting future property investment needs. We want to be a great employer and a well run, customer connected West Wales business.
- We want to offer diverse tenures, leverage market home sales for the advantage of more affordable offers and we want to use technology to support customers affordability and use of their homes, and increase our ability to maximise our property investment wisely.

# Your Role @ateb



**You will be our: Decarbonisation Assistant** (Job Share)

**Working in the: Development & Assets Team**

**You will focus on the following service areas:**

## **Maintenance**

- Fix issues to the customers satisfaction

## **Compliance**

- All properties are compliant with legislative requirements

## **Planned Maintenance**

- Improvement programmes delivered to the customer's satisfaction

## **Lettings**

- To let all properties, all of the time

**Some words from your current team:**

## **Rachel will be your direct manager...**

I'm really excited to be recruiting for this role in our busy Planned Maintenance team. As Decarbonisation Assistant, you'll help us deliver ateb's ambitious targets by supporting with key data, processes, and customer-focused initiatives.

This role contributes to our aim of making homes more comfortable, cheaper to heat, and better for the environment. You'll work closely with colleagues, contractors, and customers, and play a key part in supporting improvements every day. We're a friendly, enthusiastic team and can't wait to welcome someone who shares our commitment to creating more sustainable homes.

## **Adam 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:

- Provide administrative support to the Decarbonisation Team, ensuring all records are accurate, timely, and audit-ready.
- Communicate and collaborate effectively with colleagues across ateb, sharing information, coordinating tasks, and helping to deliver a joined-up approach to service delivery.
- Monitor, analyse, and record key performance data, supporting the team to track progress, identify trends, and highlight areas for improvement.
- Deliver excellent customer service to both internal and external stakeholders, responding promptly and professionally to queries and ensuring a positive customer experience at every stage.
- Administer processes, documentation, and certification in line with organisational policies, procedures, and regulatory standards, ensuring accuracy and consistency at all times.
- Attend and record contractor review meetings, producing clear and accurate notes/actions and supporting effective communication between ateb and its partners.
- Support customer-focused initiatives to ensure our services continuously improve, always keeping customers at the heart of decision-making and delivery.
- Assist other service areas as required, providing flexible support to help them achieve their outcomes and contribute to ateb's wider organisational goals.

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

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# Reward @ateb

## Salary

**c£13,400**

**c£13.4k per annum**

**Earn up to c£14k per annum based on annual performance reviews**

Salary will be based on 18.5 hours per week, please see notes below regarding our reward @ateb framework

**This will be a job share position**

**2.5 days per week; Wednesday pm, Thursday & Friday**

## Reward Framework

Our reward @ateb framework consists of the following:

### Performance Related Pay

**Up to  
£1,000**

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 £600 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£1,300</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 £39,000</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 - SUNDAY 19<sup>TH</sup> JULY 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 - MONDAY 10<sup>TH</sup> AUGUST 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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