

Creating
better
Careers



Lettings & Allocations Assistant

#atebcareers

(19 Hours) Wednesday, Thursday,
plus one other negotiable day

Recruitment Pack

SALARY PACKAGE

c£13k per annum

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

CLOSING DATE

19th August 2026

INTERVIEW DATE

4th September 2026



atebgroup.co.uk



The ateb Group

A message from the ateb team

We support a wide range of communities across West Wales by providing much-needed affordable homes. Throughout the year, we have many properties that need to be re-let, as well as new homes being let for the first time. This is a really important moment for our customers as they move into their new home, so we aim to make the process as smooth and stress-free as possible. This is where you can make a real difference.

As part of our customer team, you will support our lettings specialists with the checks and processes needed to ensure each letting runs smoothly. You will also help us maintain clear, friendly communication with customers who are either leaving their home or moving into a new one. It will come as no surprise that you'll need excellent organisational, customer service and communication skills. You'll have the opportunity to get things done yourself while also being part of a wider team that will support you with the information and actions needed to achieve a successful letting.

ateb aspires to create the best team we can. We are currently implementing our Team Commitment, which will help develop careers, strengthen our culture, shape our vision, and enhance the terms and benefits we offer. We already promote a positive work-life balance, centred on our leading principle of empowering you to work in a way that is effective for everyone.

You may not have worked directly in housing before, but we can help you get up to speed with the terminology, regulations and everything else you need to know. That means your transferable skills, positive attitude and alignment with our values are just as important as your experience. We have a great People Team who are here to answer any questions you may have about applying. Remember, we can only consider your application if you apply, so get clicking and tell us why you're the right person for this key role.

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

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: Lettings & Allocations Assistant

Working in the: Customer Service Team

You will focus on the following service areas:

Lettings

- All properties let, all of the time

Income Collection

- Rent due is collected from customers in time

Customer Advice and Support

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

Some words from your current team:

Cheryl will be your direct manager...

Hello and thank you for your interest in joining our team.

As a Lettings and Allocations Assistant, you'll be part of a friendly and supportive team that works together to help people move successfully through their housing journey. This is a varied role where no two days are the same. You'll be supporting customers, coordinating housing moves, maintaining accurate records and working closely with colleagues and partner agencies to deliver a positive customer experience.

This role offers the opportunity to make a real difference to people's lives. We are proud of the work we do and the positive impact we have on our communities, and we'd love to hear from you if you share our passion for helping people.

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:

- Advise and support customers with housing options.
- Assist with allocations, lettings, transfers, and contract ends.
- Arrange appointments and maintain accurate records.
- Liaise with internal teams and external agencies.
- Handle difficult conversations sensitively and professionally.

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

#atebcareers

Reward @ateb

Salary

c£13,700

c£13.7K per annum

Earn up to c£14.9k per annum based on annual performance reviews

Salary will be based on 19 hours per week, working Wednesday, Thursday and one other negotiable day.

Please see notes below regarding our reward @ateb framework

Reward Framework

Our reward @ateb framework consists of the following:

Performance Related Pay

**Up to
£1,100**

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 £739 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£1,300	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 £39,000	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 - WEDNESDAY 19TH AUGUST 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 - FRIDAY 4TH SEPTEMBER 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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