

Creating
better
Careers

#atebcareers

Head of Governance Recruitment Pack

SALARY PACKAGE

c£65k - £68k per annum

Earn up to £70k per annum based
on annual performance reviews

CLOSING DATE

25th October 2026

INTERVIEW DATE

9th November 2026



atebgroup.co.uk



The ateb Group

A message from the ateb team

Thank you for your interest in joining ateb Group as our Head of Governance. While we are sorry to see our current Head of Service leave to take up a role with the Housing Ombudsman Service, their departure creates an exciting opportunity for someone new. As Head of Governance, you will be at the heart of our governance and assurance arrangements, working directly with our Boards and committees, Senior Leadership Group and wider ateb teams to promote excellence in strategy, performance and risk management. We believe that strong governance is fundamental to earning trust, making sound decisions and delivering our purpose effectively.

Our customer outcomes are overseen by the ateb Board, supported by specialist committees and subsidiary boards, and regulated by the Welsh Government. Over the last year, we have strengthened our governance structure through the introduction of our Customer Committee. Positioned at the centre of our governance arrangements, this new committee ensures that our customers' voices help shape ateb Group in the years to come.

As Head of Governance, you will provide trusted, practical advice to the Chair, Board, committees, subsidiaries and Executive Management Team; maintain clear and effective governance arrangements; and ensure that decisions, records, policies and reporting meet the standards expected of a well-run social landlord. You will help the Group set and monitor strategic direction, understand and manage risk, scrutinise performance and demonstrate effective assurance.

We are looking for someone who can make governance accessible, proportionate and purposeful—someone who combines technical expertise with sound judgement, personal credibility and a collaborative approach. You will build strong relationships across the organisation, support Board and committee members to contribute at their best, and create the insight and discipline that enable thoughtful, transparent and timely decisions. You will also encourage continuous improvement, helping us anticipate change and strengthen how governance adds value for customers.

This is a role for an innovative thinker who wants to keep raising the bar. If you are motivated by the opportunity to shape governance in a values-led organisation with a strong regional purpose, we would be delighted to hear from you.

If you would like an informal conversation about the role, we are all ears. Please contact our People Team, who will be happy to put you in touch with the right person—it's good to talk, after all.

I hope you will consider joining us.

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



Corporate Directorate

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

Scope

The Corporate Directorate consists of the Corporate Services and People & Communications, and Digital Systems Management Areas.

The Corporate Services Team focus on the following service areas:

- Governance
- Strategy
- Assurance Management
- Business Improvement

Background

Corporate Services facts:

We support the following Boards and Committees:

- ateb Board
- Customer Committee
- Assurance Committee
- WWCR Board
- People and Communications Committee
- Development & Assets Committee

People & Communications facts:

We support the following:

- 25 new starters welcomed to the team in FY 25/26.
- c170 team members
- 6 communication channels.

Digital Systems fact:

We support the following core digital solutions:

- Microsoft Dynamics
- Microsoft Office
- Propeller
- Lifespan
- SAGE
- Workday

The Future

Many projects to improve what we do, here are a few:

Corporate Services improvement areas:

- Business continuity plan integration
- External governance review

People & Communications improvement areas:

- Leadership Development Programme
- Upgrading our people software systems
- Implementing the Welsh Language Standards

Digital Systems Improvement areas:

- Cyber security certification
- Data maturity and governance
- Systems integration and development

Team

In total there are 14 posts within the directorate, 2 in corporate services and 7 in people & communications, 5 in digital systems.

We support the wider Group so there is a lot of contact with the other directorates on a day to day basis. This means that teamwork is obviously vital to achieving the best outcomes.

Your Role @ateb



You will be our: Head of Governance

Working in the: Corporate Team

You will focus on the following service areas:

Governance

- Governance meets the required regulatory requirements.

Strategy

- Clarity on how we will maximise our purpose.

Assurance Management

- To be assured we are always compliant and doing the right things.

Business Improvement

- We know where we need to improve, where we are not compliant and where we are at risk.

Some words from your current team:

Nick will be your direct manager...

We have been busy over the last year bringing in new governance systems and recruited some excellent new Board members ... but we still have plenty to do. Our new Assurance approach, customer committee, recruitment of new board members and wider integration of good governance through workflows across the business are all on the agenda.

Day to day we have an active leadership and Board and Committee cohort that actively work together to ensure the best outcomes are achieved; we connect with our wider stakeholders including the Welsh Government who act as our regulator. As you would expect we actively engage in risk management through our Assurance framework that engages all parts of the Group in our understanding of the challenges we face.

This is a senior role within our Group and of high importance to the effectiveness of our Board, with support from your team we want you to lead good governance across all our activities.

Your Role @ateb

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

- Head up the governance function that includes Governance, Strategy, Performance and Risk.
- Acts as our Company Secretary to our Group companies.
- Be a key support link to, our Chairs and their Board and Committee members, ensuring they all achieve their outcomes effectively.
- Lead and mentor our 2 team members of the corporate services team who have a wide responsibility across the various corporate functions.
- A member of the Senior Management Team and Leadership Group, supporting the delivery of the Group strategy, performance and risk management. Work with the other SMT members to ensure governance is embedded in all aspects of the Group's work.
- Good governance – overseeing our Governance framework – work closely with the Boards, Committees and Leadership Group to ensure our decision making meets and hopefully exceeds the requirements of our Welsh Government Regulation framework.
- Good assurance – overseeing our Assurance framework, – work closely with the Boards, Committees and Leadership Group to ensure our Risk management framework provides high levels of Assurance.
- Form open and transparent relationships with the Welsh Government regulation team to ensure that information requests are dealt with effectively at all times. Attend and lead regulation manager quarterly management meetings to ensure all are prepared to achieve the right outcomes.
- Oversee our existing governance systems improvement plans to ensure they offer the Group effective governance outcomes at all times. Prepare to innovate to improve and project manage improvements in a coordinated and controlled manner.
- Be the main conduit to the Assurance Committee Chair and the Assurance Committee (4 times a year). Preparing papers and information in accordance with the planned timetable and delivering on actions raised in or around the Assurance Committees work.
- Undertake 2 Assurance Committee strategic reviews a year on our Governance and Assurance progress and any improvement needed. Present an annual internal audit plan to the same committee prior to the start of each financial year.
- Be our lead on probity, regulation / legislation changes and feedback (complaints & complements) strategic management.

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

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Reward @ateb

Salary

c£64.9k

c£64.9k - £68k per annum

Earn up to c£70k 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
£5,200**

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 £3,250 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£6,400	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 £192,000	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 25TH OCTOBER 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 9TH NOVEMBER 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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