

Creating
better
Careers

#atebcareers

Maintenance Apprentice Recruitment Pack

SALARY:

In line with the National
Minimum Wage rates.

CLOSING DATE:

28th November 2023
at 9.30am

INTERVIEWS:

6th December 2023



atebgroup.co.uk

ateb

The ateb Group

A message from the ateb team

Hello and thanks for looking at this pack and this particular role.

ateb is committed to helping people develop their career paths and our Maintenance Apprentice role is a great place to start your journey. So why be an apprentice with a company like ours? For starters, we are a recognised local business that has strong local connections and ambitious plans to do more in the future. We have a clear vision of how our culture should look and feel, we want our team to feel trusted, act together and be empowered to get things done. We undertake a lot of different roles and professions e.g. we have electricians, plumbers, accountants, housing specialists, project managers etc. which could open future doors. We know you will need time to find your feet, so we will be there to support you to succeed in your aims as a team member and learner.

Our maintenance team covers a lot of areas, we do repairs, we turn around empty properties when someone moves and we do a lot of checking to make sure everything is safe e.g. Gas and electric. We carry out around 11,000 repairs and turn around 250 vacated homes as well as servicing over 3,100 homes a year. All our homes are in West Wales with

the vast majority in Pembrokeshire. Our customer feedback on our maintenance work is really high, which goes to show you will be joining an experienced and high achieving team. Within this team, you will get hands on experience and be able to access their wealth of knowledge, all of which will help you with your qualifications.

So come and join our ateb team and make a difference to the customers we serve and to your career opportunities. We have a great team who can help you with any application queries or issues – please just ask – so please get your details in to us, what's not to like!

Good luck!

Nick Hampshire
Chief Executive



The ateb Group

Our Group is made up of 3 active 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 and Repair
Gofal a Thrwsio Gorllewin Cymru

MILL BAY
HOMES

EBS

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 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

The Customer Directorate consists of 9 delivery teams:

- Customer Services - Lettings, Money Solutions, Engagement & Community Development, Tenancy Management, Independent Living
- Property Services - Maintenance, Asset & Compliance, Planned Maintenance

Plus our subsidiary company West Wales Care and Repair

■ Team

There are 101 posts within the directorate; 37 in the Customer team, 46 in the Property team and 18 in the West Wales Care and Repair team. 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

Customer Facts and Figures:

- 159 homes re-let in the last 12 month period
- 31,620 calls received by our contact centre in the last 12 month period

- £15m Grant received last financial year.

- Urban and rural projects

Property Facts and Figures:

- 3116 ateb homes maintained with plans for more
- An average of 916 repairs completed each month
- Annual program of investment in our homes through planned maintenance programs

■ 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

- Developing our digital self-service options for our customers
- Effectively engaging ateb customers in Landlord Health & Safety
- Improving the delivery of our reactive repairs service to ensure we are meeting our customers' expectations:

West Wales Care and Repair

- Investing in our team's development to meet future needs of customers

Your Role @ateb

You will be our: Maintenance Apprentice

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 the customer's satisfaction
- **Compliance** - All properties are compliant with the required regulations
- **Planned Maintenance** - Improvement programmes delivered to customer satisfaction

Some words from the current team:

Rob will be your direct line manager...

Hi, this will be an exciting new addition to our internal maintenance team. You will be working closely with the maintenance team members, helping to provide an excellent repairs service to our customers. Your ongoing development throughout your apprenticeship will benefit you personally and our customers alike. You will be provided with a diverse workload which will enable you to have recognised key skills, including a broad understanding of the diverse work activities undertaken within the property services maintenance 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:

- Undertake carpentry duties, subject to experience
- Have a clear understanding of how to manage risk in the workplace
- Know how to behave in a customer's home whilst working
- Be proficient at using the appropriate tools
- Know how and when to use the appropriate PPE
- Be open minded with regard to learning new skills
- Ensure 100% college attendance wherever possible
- You will need to be punctual, ensuring you are not late to start work

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Reward @ateb

Salary In line with National Minimum Wage rates	In line with National Minimum Wage rates
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Reward Framework

We have recently introduced our new reward @ateb framework which consists of the following:

Performance Related Pay	We pay in line with the National Minimum Wage rates however, we pay at the 18-20 year old rate as a minimum. We are proud to pay higher than the apprentice rate.
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	Our annual leave year runs from 1st January to 31st December with full time entitlement of 30 days per year, pro rata for part time working arrangements. The Group will usually close the office for 3 days between the winter bank holiday period. You will be able to take your leave in hours to increase further your work/life flexibility.
Contributory Pension: £2,000*	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%. * Dependent on your National Minimum Wage rate.
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: £60,000*	Connected to our pension membership, enjoy x3 salary life cover for your family. * Dependent on your National Minimum Wage rate.
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.

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 called i2i - Involve to Improve.

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 BEFORE 28th NOVEMBER 2023 (9.30AM)

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 | 6th DECEMBER 2023

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

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