

Creating
better
Careers



#atebcareers

Senior Customer Services Advisor Recruitment Pack

SALARY PACKAGE:
c£26k per annum

Earn up to c£28k per annum based
on performance awards.

CLOSING DATE:
29th February 2024
at 9.30am

INTERVIEWS:
15th March 2024



atebgroup.co.uk

ateb

The ateb Group

A message from the ateb team

Hi, I'm really glad you are having a look at this role within ateb. We aim to deliver great customer service and we have a great team who are making this happen, none more so than within our Customer Services Team. Our CST team are in daily contact with our customers making sure we listen and understand their needs, and can supply the most effective solutions. Having a senior role will give you the potential to bring the best out of team, which will only lead to better results for customers and individuals' development alike.

We have a great group of customers who appreciate the efforts of the ateb team and the efforts we go to make a difference to their lives. As Senior Customer Services Advisor you will play a key role in making sure this continues, by supporting your team to identify areas of improvement and helping them and others to make the improvement happen.

Your skills will focus on team management and of course on customer service skills such as the ability to listen, understand, empathise and organise effective responses. As you will work with a range of other teams in finding the best solutions, you will need the ability to communicate well and build trusting relationships. ateb Group has a vision which

includes a view on how our culture should look and feel. We believe in a DNA of trust, togetherness and getting things done by empowerment of team members. These attributes will help us to be Access All Areas to all, which is so important to how we develop our Group over the coming years. By having services that all our customers feel comfortable accessing is what this role will help achieve and what we as a Group are keen to deliver.

There you go, plenty of reasons to throw your hat into the ring! Please get your details in; any questions please don't hesitate to contact one of our very helpful team members - hopefully we will hear from you soon.

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: Senior Customer Services Advisor

Working in the: Customer Services Team

You will focus on the following service areas:

- **Lettings** - All properties let, all of the time
- **Customer Advice and Support** - Address and resolve customer enquiries/requests at first point of contact
- **Maintenance** - Fix issues to the customer's satisfaction
- **Compliance Works** - All properties are compliant with legislative requirements

Some words from the current team:

Fiona will be your direct manager...

Hi there, as part of this role you will be joining an experienced team who work together and support each other to deliver great service to all ateb customers. You will be key to supporting the team in delivering a first point of contact resolution service for our customers whenever possible. You will be a valued member of this team and the wider Housing Solutions Team.

Mark will be your Directorate lead...

Our directorate plays a crucial role in supporting our teams to deliver great customer service. Mark, our Executive Director for Customer, continues to help guide ateb's customer service team forward to ensure we continue to create better living solutions for our customers, and how we can best support them in the future.



Your Role @ateb

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

- Be the first point of contact for all customer enquiries, ensuring a high level of customer service is always provided i.e. general enquiries, informal complaints, monitoring of social media platforms.
- Assist people in applying for social housing via ChoiceHomes Pembrokeshire and any other local housing initiatives. Maintain the administration of allocations of properties including transfers and using systems such as the Swaptracker and Homeswapper.
- Assist and collaborate with teams and agencies as appropriate, following the agreed processes. i.e. Choice Based Lettings, tenant engagement, rent payments and advice etc.
- Support all other service areas as appropriate / directed, to achieve their outcomes where they require your input.
- Consistently demonstrate values of equality, diversity and inclusion.

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

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Reward @ateb

Salary

c£26K

c£26k per annum

Earn up to c£28k per annum based on performance awards

Salary will be based on 37 hours per week, please see note below regarding our new reward @ateb framework.

Reward Framework

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

Performance Related Pay up to **£2100**

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 £2100 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	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: £2,600	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: £78,000	Connected to our pension membership, enjoy x3 salary life 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.

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 29th FEBRUARY 2024 (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 | 15th MARCH 2024

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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