

Creating
better
Careers



#atebcareers

Heating and Plumbing Supervisor Recruitment Pack

SALARY PACKAGE:
c£34k per annum
(pay award pending).

Earn up to c£37k per annum based
on performance awards.



atebgroup.co.uk

CLOSING DATE:
Friday 14th June 2024
at 9.30am*

*We reserve the right to close this vacancy early.

INTERVIEWS:
Wednesday 26th June 2024

ateb

The ateb Group

A message from the ateb team

There is quite rightly a big emphasis on energy and water use in the home both from an environmental context and obviously in terms of running costs. Our Heating and Plumbing team play a leading role in ensuring our current systems work as effectively as they can right now and they will also help the planning and implementing for future technologies. This role will lead our Heating and Plumbing team making sure the technical services we provide achieve the 'right customer outcomes as effectively as we can'. With ambitious plans to increase the amount we invest in our homes and improve customer service generally over the coming years, there will be plenty for you to do.

As a supervisor, you will use your leadership skills to get the best from your team. The best candidate will mean working towards and achieving the right standard of work and customer experience standards based on customer data i.e. customer feedback, performance reporting and best practice. By challenging yourself to reach high standards, you will in turn help others to develop theirs. Together your team will be able to make a real difference to our customers enjoyment of their homes.

As we move on from the Covid years, we are looking to build on

the ateb DNA principles of Trust, Togetherness and Empowerment, to ensure we 'get things done'. Our DNA is supported by competitive terms and benefits and increasing commitment to personal and group skills development. We are aiming to continually improve our team offering so that we attract and retain the best skills and experience over the long term, if we are developing, then the service to our customers should be as well.

So if you are someone who is adept at working on your own initiative, enjoys the challenge of working with and getting the best from a well-qualified team, and is up for helping us to make the ateb team the best it can be; then get your application in now as we want to hear from you. Please contact one of our team if you want to check anything out, we look forward to hearing 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: Heating and Plumbing Supervisor
Working in the: Property Services Team

You will focus on the following service areas:

- **Lettings** - All properties let, all of the time
- **Maintenance** - Fix issues to the customers satisfaction
- **Shared Spaces** - Our shared spaces are clean, well-kept and safe environments
- **Compliance** - All properties are compliant with the required regulations
- **Planned Maintenance** - Improvement programmes delivered to customer satisfaction
- **Strategic Asset Management** - Maximise our asset investment
- **Major Repairs** - Major works delivered to the customers satisfaction

Some words from the current team:

Allyn will be your direct manager...

Our Heating & Plumbing Supervisor role sits within the Property Team at ateb, and we are really looking forward to welcoming you on board to help us effectively manage our service area commitments. We consider your Heating & Plumbing Team essential to effectively deliver a varied category of works including landlord gas safety checks, reactive repairs, void works, landlord health and safety compliance programmes and improvement initiatives. As with all Property Team service areas, we want our Heating & Plumbing Supervisor to help us deliver on our customer service commitments. As well as having the highest level of technical competence, your people skills and management experience will ensure our ateb DNA is forefront in our team's approach to delivering the right customer outcomes as effectively as we can.

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 Heating & Plumbing Team is purposely embedded within the Customer Directorate to ensure customer expectations are realised.



Your Role @ateb

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

- Lead the Heating & Plumbing Team to ensure all heating & plumbing (compliance/ planned/reactive) works are effectively delivered, ensuring performance targets and customer expectations are met.
- Lead on all heating and plumbing aspects for the Group, ensuring technical specifications meet regulatory and external and internal standards.
- Coordinate delivery of mechanical contracts ensuring value for money and customer satisfaction.
- Provide technical assistance to the Group in the delivery of all heating and plumbing works where required.
- Ensure all service area work activities achieve value for money and set and monitor budgets effectively.
- Be the lead person for ateb's Gas Safe Registration and other competent person's schemes.
- Set appropriate individual and team objectives, manage performance and motivate the team effectively.
- Manage team resources efficiently and have the highest standards of record keeping and continual improvement.
- Ensure an excellent standard of Health and Safety management of your team and yourself.

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

#atebcareers

Reward @ateb

Salary

c£34,500

c£34k per annum

Earn up to c£37k per annum based on performance awards (pay award pending).

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 £2,800

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 £1,700 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: £3,450	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: £103,500	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 BY FRIDAY 14th JUNE 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

*We reserve the right to close this vacancy early.



■ 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 | WEDNESDAY 26th JUNE 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

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 efforts to improve the diversity and representation within our Group, we'd particularly like to encourage candidates from all protected characteristics and from ethnic minority backgrounds to consider applying to work with us or join our board so that we can use your unique perspective to help further our collective objectives.

If you would like to read more around our Equal Opportunities and Diversity Policy then please visit our website www.atebgroup.co.uk/aboutus/documents

Creating
better
Careers