

Creating  
better  
**Careers**

**#atebcareers**

# Housing Coordinator Recruitment Pack

**SALARY PACKAGE:**  
**c£33k per annum**

Earn up to c£36k per annum based  
on performance awards.

**CLOSING DATE:**  
**Monday 17th June 2024**  
**at 9.30am**

**INTERVIEWS:**  
**Wednesday 3rd &**  
**Thursday 4th July 2024**



[atebgroup.co.uk](http://atebgroup.co.uk)

ateb

# The ateb Group

## A message from the ateb team

Hi and thank you for taking the time to look at this pack. Our Housing Solutions Team are evolving their service and doing more than ever to make sure we support our customers to get the best from their homes. ateb have always aimed to make a difference to the people and communities we serve so these changes are only going to reinforce how what we believe our customers should expect from us.

Building relationships is key to this role as well as skills such as problem solving and organisation. Your insight will help the wider ateb teams such as maintenance, development and community engagement direct their time and effort into the right improvements, new homes and community activities.

Connecting with our wider teams is essential but as will be your need to feel empowered to understand the customers and communities you will serve. We have good feedback on our services but we cannot take this for granted, the cost of living crisis and Covid have impacted people's lives and the services we supply must change to reflect the new norm our customers face.

We want our teams to feel a part of something special where our team are proud to work for us knowing that they are making a real difference to peoples lives. This is why we set our Vision including how our DNA should look and feel which puts an emphasis on trust, togetherness and empowerment. Taking on this role, we will want you to bring your energy in helping us achieve our Vision over the long term which we believe is good for our customers, ateb and obviously your career with us.

So enough about us, what about you? Please get your application in and let us know why your skills are perfect for this role. We are looking forward to hearing from you, 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: Housing Coordinator**

**Working in the: Housing Solutions Team**

**You will focus on the following service areas:**

- **Lettings** - All properties let, all of the time
- **Income Collection** - All rent collected on the due date
- **Tenancy Management** - We have helped to create a great place to live
- **Income Collection** - All rent collected on the due date

**Some words from the current team:**

**Gareth will be your direct manager...**

Hi, this is an exciting opportunity to join an established team who work together and support each other to deliver a great service to all of ateb's customers. It is a varied role and you will help our customers with all housing related matters such as rent, lettings, anti-social behaviour etc.

**Mark will be your Directorate lead...**

Our directorate plays a crucial role in supporting our teams to deliver great customer service. 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 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:

- Work with customers to help them access advice and support to meet their individual needs so that they can successfully sustain their occupation contract (tenancy).
- Support the lettings process by carrying out various tasks within the process such as end of contract inspections, viewings, inducting customers into their new homes, moving in visits etc.
- Make sure ateb complies with all its responsibilities as a Social Housing Landlord, conduct annual occupancy reviews by visiting customers in their homes.
- Be proactive in managing all aspects of the customers occupation contract (tenancy) by taking a restorative approach.
- Management of current and former customer rent accounts as well as court costs and rechargeable repairs, by following the arrears process to ensure that all monies due to ateb are collected when due.
- Support customers with welfare benefit advice when needed and signpost where appropriate to external agencies and partners to make sure our customers get the help and support they need, when they need it.
- To take responsibility for resolving customer concerns and complaints including issues relating to hate crime, safeguarding and domestic abuse.
- Adhere to the role profile requirements, be flexible and see the bigger picture to ensure the best outcomes for ateb and its customers.

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

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# Reward @ateb

## Salary

**c£33,300**  
pro rata

## c£33k per annum pro rata

**Earn up to c£36k per annum pro rata based on performance awards**

Salary will be based on 37 hours per week pro rata for part time working arrangements, 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**  
**£2,700**  
pro rata

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 £1,600 pro rata 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:**

<b>Annual Leave: 30 Days</b>	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.
<b>Contributory Pension: £3,300 pro rata</b>	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%.
<b>Simply Health: Over £1,000</b>	Over £1,000 of annual health benefits, pro rata for part time working arrangements, from dental to hospital expenses plus online GP and counselling services.
<b>Life Insurance Cover: £99,000</b>	Connected to our pension membership, enjoy x3 salary life cover for your family, pro rata for part time working arrangements.
<b>Sickness Benefit: 3 mths full &amp; 3 mths half</b>	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.
<b>Days to Support our Good Causes: 2</b>	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.
<b>Learning and Development</b>	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.
<b>Professional Subscriptions</b>	We will pay one of your annual professional membership subscriptions where it relates to your role.
<b>Trust Clock – flexible working</b>	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](http://www.atebgroup.co.uk)



## ■ STEP 2 | APPLY BY MONDAY 17th 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](mailto: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 3rd & 4th JULY 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](http://www.atebgroup.co.uk)

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