



#atebcareers

# REACH Project Coordinator Recruitment Pack

**SALARY PACKAGE:**  
c£14k per annum  
12 month fixed term contract  
18.5 hours per week

**CLOSING DATE:**  
Friday 9th August 2024  
at 9.30am

**INTERVIEWS:**  
Wednesday 28th August 2024



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



# The ateb Group

## A message from the ateb team

Hello and thank you for taking time to read about this new post at ateb Group. We have worked with the National Lottery for many years and are delighted to have been successful in receiving grant funding for this new post in our Community Development Team.

Our communities are of vital importance to our customers wellbeing and success, having all been hit hard by events over the last few years, we need to make sure the community fabric is maintained for the long term.

Communities come in all shapes and sizes with unique heritages that take time to understand. You will have a passion for getting to know people, understanding their circumstances and working with others to signpost or deliver support where required. It just so happens our DNA is summarised by the principles of Trust, Togetherness and Empowerment, which coincidentally are exactly the values you will need in your day-to-day community interactions.

As part of the ateb team you will feel confident to make a difference knowing you will be supported and equipped to do

your best. This obviously includes a great set of benefits and working conditions appropriate to one of Pembrokeshire's top local employers.

You will have the confidence to act under your own steam and make decisions on a day-to-day basis. You will have training and development support to help you enhance your skills and aptitude further, and you will be able to get involved in a range of team activities, debates and events.

We hope you like what you see, if so, please make sure to get your application to us by the dates shown at the end of this pack; if you are not in it, you cannot win it! We look forward to hearing from you.

### 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: REACH Coordinator**

**Working in the: Customer Development Team**

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

- **Tenancy & Community Management** - We have helped to create a better place to live.
- **Community Development** - Our communities are empowered, supported and engaged.

**Some words from the current team:**

**Sue will be your direct manager...**

The REACH Coordinator role sits within the Community Development Team which is made up of our digital inclusion and community welfare service, home energy support and the customer engagement service, e2i. We are looking forward to welcoming you aboard to help deliver the Wales REACH project as part of the suite of support and engagement services we offer. REACH stands for Residents Engaging in Art, Culture and Heritage and this creative art project funded by the National Lottery Fund is a collaboration with the Open University in Wales, The National Museums of Wales, local groups, organisation, and individuals. The aim is to develop individual creative reflections on the history, heritage and lived experiences of where people live, ranging from poems to paintings, films to collages, maps to images, reminiscences to stories to songs. These will be curated and made publicly available both as an exhibition and online. Your people skills, engagement experience, event planning and the ability to recruit and work with volunteers and partners will ensure our ateb DNA is forefront in our team's approach to delivering this exciting collaborative project.

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

The customer directorate is made up of property and customer services and provides a range of services to help our customers live happily in their homes as well as strengthening their community links and seeking support from our partners. We provide services such as tenancy management and support, carrying out repairs and maintenance, planned improvements and ensuring our homes are safe and secure. We provide customer advice and support, supporting people to live independently, and listening to and responding to their feedback. Our Customer Directorate will always aim to deliver the right service outcomes, efficiently with great customer experience in mind always. The REACH project is an opportunity for our customers to explore and reflect upon what it means to them to live where they do, and what makes them feel that they belong - Cynefin.



# Your Role @ateb

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

- Work with partners (Open University, Museums of Wales, local artists and organisations, communities and volunteers) to run a variety of stimulating events for our customers to connect with art, heritage, and culture that matters to them.
- Raise customer awareness of the Wales REACH project and to use that engagement with art, heritage, and culture as the foundation for programmes of education and activities which will support participants to capture and reflect upon what the history of their area means to them in a diverse range of creative ways.
- To run a variety of stimulating events which will connect people from ateb communities with the art, culture and heritage that matters to them.
- Work with the Community Development Team Leader to ensure that the financial arrangements and requirements of partners and ateb are satisfied.
- Support the development of the Wales REACH Project by working with the Open University, Museums for Wales and other REACH Coordinators across the project. Keep up to date records of all data captured and support the Community Development Team Leader to collate information and draft performance reports. Attend relevant meetings, networks, and conferences pertaining to the project.
- Act as a contact point between REACH project partners, ateb, partners, contract holders and communities. Establishing connections and successful working relationship with them which will encourage opportunity to co-produce.
- Recruit, support and work with volunteers to deliver The Wales REACH Project.
- To work with the Open University REACH project team to share the outputs produced by participants on the REACH project as part of an exhibition to record voices which tend to be marginal or absent from mainstream narratives of Welsh history.

[#atebcareers](#)

# Reward @ateb

## Salary

**c£14,000**

**c£14,000k per annum pro rata**

**Plus £778 Essential Car User Allowance**

Salary will be based on 18.5 hours per week, with the number of days to be discussed with successful applicant.

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 £1,100

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 £600 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:</b><br><b>30 Days Pro Rata</b>                  | <p>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. You will be able to take your leave in hours to increase further your work/life flexibility.</p> <p>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.</p> |
| <b>Contributory Pension:</b><br><b>c£1,400</b>                   | <p>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%.</p>   |
| <b>Simply Health:</b><br><b>Over £1,000</b>                      | <p>Over £1,000 of annual health benefits from dental to hospital expenses plus online GP and counselling services.</p>  |
| <b>Life Insurance Cover:</b><br><b>c£42,000</b>                  | <p>Connected to our pension membership, enjoy x3 salary life cover for your family.</p>   |
| <b>Sickness Benefit:</b><br><b>3 mths full &amp; 3 mths half</b> | <p>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.</p>  |
| <b>Days to Support our Good Causes:</b><br><b>2</b>              | <p>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.</p>  |
| <b>Learning and Development</b>                                  | <p>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.</p>  |
| <b>Professional Subscriptions</b>                                | <p>We will pay one of your annual professional membership subscriptions where it relates to your role.</p>  |
| <b>Trust Clock – flexible working</b>                            | <p>Flexible time and location working environment. Meet our leading principle and we are flexible on how and where you deliver great customer outcomes.</p>   |

# 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.  |

\*Some benefits have a length of service requirement.

## 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 FRIDAY 9th AUGUST 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 - WEDNESDAY 28th AUGUST 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](#).

Creating  
better  
Careers

