

Creating
better
Careers



West Wales Care and Repair
Gofal a Thrwsio Gorllewin Cymru

Board Member Recruitment Pack



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West Wales Care & Repair (WWCR)

A message from our Chair

Thank you for showing an interest in becoming a WWCR Board Member. WWCR delivers an essential service to older people with a firm focus on prevention, helping people to live independently in their homes and facilitating safe hospital discharge.

Ensuring we have an active and dynamic Board, helps us to ensure we deliver high quality, future-focussed and sustainable services to the population of Pembrokeshire and Ceredigion.

Over the past 5 years the number of people we have helped per year has increased and in 2022/23 we saw:

- 1,730 people helped with rapid response adaptations
- 756 home safety assessments completed
- 44 customers supported to maximise income
- £262,000 additional income raised for customers
- 98 customers supported by Pembrokeshire's handy persons service.

The work of WWCR really makes a difference to people's lives and our teams get great feedback, for example 100 % of customers satisfied with our rapid response service and 94% of customers told us their quality of life had improved following the services received. The WWCR Team is committed to putting customers first and having a positive impact on their lives.

We are looking for people keen to serve the population, to lead and steer our new business growth strategy and find

ways to sustainably grow our services and expand the support we provide to our customers. The role of the Board is to guide, challenge, promote and support our collective purpose to support our customers to live fulfilled, independent lives. We work in partnership with the Local Authorities, health board and other third sector organisations and are keen to include members of these organisations on the WWCR Board.

Our core DNA (values) of Trust, Togetherness and Empowerment are key to how we work and as a Board Member we will support you to develop new skills and experiences that will benefit your career, your commitment to community responsibility and your personal networks.

We welcome applications from people who can provide their time and skills to continue the great work of WWCR and support the Board in developing our services in the years ahead.

Elaine Lorton

Chair of the Board



WWCR is part of the ateb Group who have the collective 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**
- **Safe Homes**
- **Customer Service Investment**
- **Collaboration**
- **Lower Carbon**

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MILL BAY
HOMES

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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.

Our Group Vision...

connects us with our customers, partners, and informs the way we want to go about delivering great services.

Our Group 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



The WWCR Board

Here are some of the great reasons why you should join our WWCR Board:

■ Make a difference

As a Board Member you will play a key role providing leadership and strategic direction to ensure WWCR continues to deliver its purpose and identify opportunities for sustainable growth. If you want to make a difference to your community and are passionate about delivering essential services for the people and communities of West Wales you have come to the right place.

■ Grow your professional network

As a Board Member you will be provided with the opportunity to meet influential and well connected people. These relationships can be quite valuable when you are ready to pursue the next step of your career. Serving on our Board will enable you to strengthen a variety of professional skills such as collaboration, leadership, decision making, strategic planning and lots more!

■ Be part of a great organisation that does great things

Now is an exciting time to be part of our Board of Management. We are investing in a business growth strategy and are looking for members who will bring their skills to drive this forward. Our Board Members play an invaluable role in bringing independent perspective to the boardroom, in addition to their collective skills set.

■ Drive Improvements

WWCR is ambitious in wanting to provide a holistic service to customers and strives for continuous improvement in all that we do. Our DNA has been developed to allow us to do and be the best we can for the customers we serve. As a Board Member you will be an integral part in building a style of leadership that focuses on people and outcomes.

■ Influence the design and delivery of our services

We are a customer centred organisation and if it matters to our customers it matters to us. We aim to provide high quality holistic services with a focus on prevention and helping people to remain and live independently. If you too are passionate about people and the importance of listening to and acting on our customers' feedback then you sound like a perfect fit.

How to apply

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.

We are particularly interested in hearing from people with skills sets in **business development and customer service**, as well as people from our partner organisations such as Local Authorities, Health Board and other third sector organisations.

What to do next...



■ STEP 1 | Get to know us

Check out who we are and what we do on our websites.

www.atebgroup.co.uk

www.careandrepair.org.uk/agencies/care-repair-west-wales/



■ STEP 2 | Apply

If you think it's the role for you, hit the apply button. Once you're happy with your application, press submit and wait for further information.

Apply now on our [website](#).

■ HAVE A QUESTION?

Ring Ceri Morgan, Company Secretary of WWCR, to discuss the opportunity further:
01437 774701

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](#).

Good Luck

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