



#atebcareers

Customer Energy Coordinator Recruitment Pack

ateb

SALARY PACKAGE:
c£15k per annum
Fixed term contract to March 2026
21 hours per week

CLOSING DATE:
Monday 7th October 2024
at 9.30am

INTERVIEWS:
Friday 18th October 2024



atebgroup.co.uk

The ateb Group

A message from the ateb team

Hello and welcome to the pack for the Customer Energy Coordinator. You will be all too aware of the global environmental energy challenge and I'm sure you will also be aware of this impact on the consumer cost of energy. Against this backdrop we are working hard to protect our customers and their homes over the short and long term through advice, technical improvements, and planned maintenance investment.

This role will work closely with our customers to help support and advise on how they can best plan to deal with rising costs and energy conservation. The role will also help liaise, promote, and follow up on our investment into our property, from new sensors and tech, to external wall insulation.

With around 3,200 ateb customers and homes mostly in Pembrokeshire, we have plenty to do. Over the next 10 years, we are envisaging investing more and more into making homes leak less heat and use less energy to keep warm and live. None of this investment will work without customers understanding the changes and buying into the need to change how our homes work. This is a great opportunity to make a real difference.

We have an ateb Vision that includes evolving a DNA based on trust, togetherness, and Empowerment... or Get Things Done in other words! We want more people to join us who believe in the type of business we are seeking to be. Coupled with this ambition, we believe in offering competitive and flexible terms and conditions that promote balance between work and outside life. Being part of a wider ateb team should give you the confidence to operate under your own initiative but draw on the great set of skills and experiences we have already. Check out this pack and press apply if you feel we're a good match... this could be the first step on your ateb career journey!

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: Customer Energy Coordinator

Working in the: Housing Solutions Team

You will focus on the following service areas:

- **Income Collection** - All rent collected on the due date.
- **Customer Advice and Support** - Address and resolve customer enquiries/requests at the first point of contact.
- **Tenancy & Community Management** - We have helped to create a better place to live.
- **Maintenance** - We have helped to create a better place to live.

Some words from the current team:

Fiona will be your direct manager...

You will be joining the Housing Solutions Team in what is a new role for the team as we seek to provide additional support to our customers. You will provide support around energy within the home to assist with issues around damp and mould, energy consumption, providing advice on new technology systems and generally ensuring customers make the most effective use of their home. This is a great role for a person centred individual who wants to make a difference in their community.

Mark will be your Directorate lead and David your Head of Service...

The Customer directorate has a crucial role to play in supporting customers to manage their home to the best they possibly can and ensure they have a good quality of life. The Customer Team that I manage puts the customer first and looks at solutions to help them sustain their occupation of both their home and their community. We are facing major issues with the cost of living crisis and want to improve the health and well being of our customers so that they can enjoy the comfort of their ateb homes.



Your Role @ateb

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

- Provide a person-centred advisory and support service to customers who have, or potentially have issues with damp and mould, and assist them with solutions to reduce or rectify those issues.
- Proactively raise customer awareness of energy efficiency and the use of carbon free heating options, including the use of SMART Meters.
- Provide technical energy awareness and energy efficiency expertise for ateb, to both customers and staff, and keep up to date with Government and other energy support initiatives.
- Ensure all customer records for referrals, advice etc. are updated in the Housing Management System along with any subsidiary systems.
- Provide appropriate customer case studies/stories to demonstrate the advantages of interacting with the service.
- Utilise the ateb Energy Hardship Fund and any other associated funds which may become available through Government or other agencies to assist customers who may be in financial hardship.
- Analyse data to develop future solutions and allow ateb to understand the needs of our customers.
- Be proactive in delivering the service and identifying customers that require support whilst having the ability to work on your own for large periods of time.

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

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Reward @ateb

Salary

c£15,800

c£15,800k per annum pro rata

Salary will be based on 21 hours per week, with the number of days per week to be discussed with the 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 £1,200

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 £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 Pro Rata	<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>
Contributory Pension: c£1,500	<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>
Simply Health: Over £1,000	<p>Over £1,000 of annual health benefits from dental to hospital expenses plus online GP and counselling services.</p>
Life Insurance Cover: c£47,000	<p>Connected to our pension membership, enjoy x3 salary life cover for your family.</p>
Sickness Benefit: 3 mths full & 3 mths half	<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>
Days to Support our Good Causes: 2	<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>
Learning and Development	<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>
Professional Subscriptions	<p>We will pay one of your annual professional membership subscriptions where it relates to your role.</p>
Trust Clock – flexible working	<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



■ STEP 2 | APPLY BY MONDAY 7th OCTOBER 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 | INTERVIEWS - FRIDAY 18th OCTOBER 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](#).

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