

Creating  
better  
**Careers**

d Repair  
win Cymru



West Wales Care and Repair  
Gofal a Thrwsio Gorllewin Cymru

# Crafts / Handyperson Recruitment Pack

**SALARY PACKAGE:**  
**£24k per annum**

*Earn up to c£26k per annum based  
on annual performance reviews.*

**CLOSING DATE:**  
**Monday 25th November 2024  
at 09.30am**

**INTERVIEWS:**  
**Wednesday 4th December 2024**



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



# West Wales Care & Repair (WWCR)

## A message from our Chief Executive Nick

Hello and thanks for taking the time to read a bit more about this position. Just to set the scene, West Wales Care & Repair (WWCR for short) is a key part of the ateb Group, they support our older and more vulnerable communities in West Wales with advice and adaptations to homes that help to keep them independent.

Our crafts team are a passionate lot that enjoy the returns from helping people stay in their homes for longer. Works can vary from the simple to the more complex and will often involve the use of initiative to overcome challenges within the different homes you will visit. Undertaking the work is only one aspect of the role, being able to communicate and engage with a highly appreciative client base is the other. WWCR have some excellent customer feedback and demand seems to be growing all the time as our communities get older and more people hear about our service.

At WWCR you will be required to work on your own initiative but you will always be very much part of a wider team. Firstly WWCR take time to get the team together either to connect or learn and there are wider events where the whole ateb Group meet to hear and consider what everyone else is up to.

Being part of WWCR brings a great set of benefits and opportunities to balance your work and homelife commitments along with opportunities to further your learning and development. We are aiming to create a DNA based on trust, togetherness and getting things done, empowering our teams to do the right thing for the customers we serve is a key part of our long term Vision.

So if you fancy working in an environment where the customer base is extremely supportive of your efforts, the terms and benefits are positive and every day will present a different challenge, then click away now and get your application in, we are waiting to hear 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**
- **Safe Homes**
- **Customer Service Investment**
- **Collaboration**
- **Lower Carbon**

# 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 thier 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



# The WWCR Team

## Part of the Customer Directorate at ateb Group

### ■ Scope

The Customer Directorate consists of 9 delivery teams:

#### Customer Services

- Customer Services
- Lettings
- Money Solutions
- Engagement and Community Development
- Tenancy Management
- Independent Living

#### Property Services

- Maintenance
- Asset and Compliance
- Planned Maintenance

Plus our subsidiary company West Wales Care and Repair, supporting older people across Pembrokeshire and Ceredigion to live independently in their own homes.

### ■ 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 teams 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 in their own home, to do this the team are engaging with customers on a daily basis.

### ■ Background

West Wales Care and Repair Facts and Figures:

- 756 Healthy Home Checks completed in the last 12 month period.
- 1,730 customers supported to remain independent in their own home by installing aids and adaptations in the last 12 month period.
- 100% of customers satisfied with the service they received.

### ■ 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:

- Investing in our team's development to meet future needs of customers.
- Exploring the viability of new service offers, and delivering more services to more people.
- Exploring options for improving engagement with our customers to understand all their needs to help them live independently in their own homes.

# Your Role @WWCR

You will be our:

**Crafts / Handyman**

Working in the:

**West Wales Care & Repair team**

You will focus on the following service areas:

- **Rapid Response**
- **Adaptations**

Some words from the current team:

**Mike will be your direct manager...**

Our team works across Pembrokeshire and Ceredigion providing adaptations to help older people stay independent in their homes. We're a great team, we work hard and our customers regularly tell us about the difference we make to their lives. This role will be based in Pembrokeshire.

**Mark will be your directorate lead...**

West Wales Care and Repair is a key part of ateb's Customer Directorate. We are committed to providing the best level of service to customers, and strive to continuously improve. We are excited to see the team growing as we meet the needs of older people across West Wales.

## Improving Homes, Changing Lives

Please see the attached role profile for more details.

# Your Role @WWCR

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

- Work sensitively with older people to provide an excellent customer experience.
  - Carry out inspections for adaptations works.
  - As a Trusted Assessor, work with customers to assess, measure and develop specifications for minor adaptations to meet their needs.
  - Install a variety of aids and adaptations.
  - Work as part of a team completing works orders for adaptations in customers' homes.
  - Carry out adaptations and minor repairs to generate income for West Wales Care and Repair.
  - Communicate effectively with your team and external agencies e.g. Occupational Therapists.
  - Use safe systems of work and maintain appropriate paperwork.
- Improve Customer Service
  - Serve More People
  - Increase Business Effectiveness



# Reward @ateb

## Salary

**c£24,500**

**c£24,500k per annum (Core)**

**Earn up to c£26,400k per annum pro rata based on annual performance awards.**

Salary 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 c£1,900**

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 years salary up to c£1,100 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>	<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: c£2,400</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: 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: c£72,000</b>	<p>Connected to our pension membership, enjoy x3 salary life cover for your family.</p>
<b>Sickness Benefit: 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: 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.

## 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 websites.

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

[www.careandrepair.org.uk/agencies/care-repair-west-wales/](http://www.careandrepair.org.uk/agencies/care-repair-west-wales/)



## ■ STEP 2 | APPLY BY MONDAY 25th NOV 2024 (09:30AM)

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 4TH DECEMBER 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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