

Creating  
better  
**Careers**

#ateb

#atebcareers

# Electrician Recruitment Pack

**SALARY PACKAGE:**  
c£33k per annum

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

**CLOSING DATE:**  
Monday 17th February 2025  
at 9.30am

**INTERVIEWS:**  
Thursday 27th February 2025



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



# The ateb Group

## A message from the ateb team

Homes and technology are changing really quickly, no more so in the electrical world where the global push for cleaner delivery of energy will see this form of power become the bedrock of our customers' needs for years to come. We have an inhouse electrical team as we believe this gives us the ability to act quickly and positively to this changing demand for power supply and critically, to safety within our homes.

Our teams have a close relationship with our customers; we have high levels of exceptional feedback on the services our teams provide as our customers appreciate the ateb logo and the efforts we make to deliver the right outcomes. We are making significant investments in our electrical systems across our 3100+ homes to meet the demands of safety and decarbonisation.

Being central to this investment, we will support you in developing your skills and experience to take on new technologies and regulations, qualification-related training and personal development. Together we will seek to continue to make ateb a go-to employer, how we develop over the years to come will be shaped by the forward-thinking of our teams and their understanding of the customers' needs i.e. the customer's voice.

Having the support of other electrical minds to quiz or cross-reference issues with, supported by other qualified team members is what makes a great team. ateb has set out the DNA, or culture, that it believes will provide the best outcomes for our customers, team and partners. This includes being trustworthy, working together, and empowering all to get things done. But that's not all, we offer a full range of benefits and rewards. 33 days holiday plus life cover and up to 10% pension contribution are just a few.

So come and be part of our ateb team and start making a difference to our communities in West Wales. Good luck with your application!

### **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 report 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: Electrician**

**Working in the: Property Team**

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

- **Lettings** - All properties let, all of the time
- **Maintenance** - Fix issues to the customers satisfaction
- **Compliance** - All properties are compliant with the required regulations
- **Planned Maintenance** - Improvement programmes delivered to customer satisfaction

**Some words from the current team:**

**Rob will be your direct manager...**

Our Electrician role sits within the Property Team at ateb, and we are really looking forward to welcoming you on board to help us effectively manage our service area commitments.

As part of this role you will be joining an experienced team who work together and support each other to help deliver great customer service to all ateb customers. You will become a valued member of this team.

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

Our directorate plays a crucial role in supporting our teams to deliver great customer service. As directorate lead, my role is to help guide ateb's electrical team, along with many others, to ensure we continue to create better living solutions for our customers, and how we can best support them in the future.

The electrical team will continue to be at the forefront of this by playing a key role within programmes such as electrical compliance and decarbonisation.



# Your Role @ateb

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

- Responsibility for ensuring effective and efficient delivery of electrical maintenance and responsive repairs.
- Ensure all ateb properties are compliant with legislative requirements.
- Contribute to the continued safety of all ateb customers, staff and public.
- Liaise, collaborate and support other Electrical Team members.
- Liaise, collaborate and support different teams and staff within ateb.
- Liaise and collaborate with wholesalers (when unable to use our inhouse stores) to procure the best materials to achieve the best customer outcomes.
- Ensure an excellent standard of Health and Safety management on all works carried out.
- Promote our work with various audiences that support our Purpose, DNA and our strategic aims.
- Provide a great customer service experience to all customers.

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

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# Reward @ateb

## Salary

**c£33,300**

**c£33,300 per annum**

**Earn up to c£36,100 per annum based on performance awards**

Salary will be based on 37 hours per week, 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**

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 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£3,300</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£99,000</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.

\*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 MONDAY 17th FEBRUARY 2025 (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 - THURSDAY 27th FEBRUARY 2025

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 [here](#).

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