

Creating  
better  
**Careers**

#atebcareers

# Housing Solutions Manager Recruitment Pack

**SALARY PACKAGE:**  
c£50k per annum

Earn up to c£54k per annum based  
on performance awards.

**CLOSING DATE:**  
MONDAY 31st MARCH 2025  
at 9.30am

**INTERVIEWS:**  
THURSDAY 10th APRIL 2025



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



# The ateb Group

## A message from the ateb team

At ateb, our purpose is simple - we create better living solutions. And to do that, we need great people.

We're looking for a Housing Solutions Manager who shares our commitment to delivering excellent services for our customers. We have a positive relationship with our customers with good feedback but there are always more things we can do. We are striving to create an environment where we make improvement 'part of the day job' - we don't want to standstill, we want to ensure our customers always get the 'right outcomes as effectively as we can'.

This role is right at the heart of what we do and you'll be at the forefront of delivering our key service areas, leading a team that helps people manage, sustain and thrive in their homes. It's a varied and rewarding role, where no two days are the same.

ateb has set out its DNA aspirations for the Group and backed that commitment with our working

@ ateb framework that includes our 'trust clock', great holiday allowances, and the ability to achieve annual performance payments. On top of that, this role offers plenty of job satisfaction and personal development through the ability to innovate, improve and shape process.

So if you up for a challenge, want to work with a great set of people, enjoy good terms and benefits and want to make a difference to people's lives, you have chosen wisely by looking at this role! Apply now, your new team awaits!

**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



**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: Housing Solutions Manager**

**Working in the: Housing Solutions Team**

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

- **Lettings** - All properties let, all of the time
- **Income Collection** - All rent collected on the due date
- **Customer Advice and Support** - Address and resolve customer enquiries/requests at first point of contact
- **Tenancy & Community Management** - We have helped to create a great place to live

**Some words from the current team:**

**David will be your direct manager..**

This is a fantastic opportunity to lead our Housing Solutions team, which plays a vital role in supporting our customers and communities.

You'll be at the heart of ensuring we provide the best possible service - managing allocations, tenancy processes, and housing advice - while working closely with me, colleagues, and partners to continuously improve and find the right solutions for our customers.

It's a fast-paced role with plenty of variety, and your leadership will make a real difference. I'm excited to welcome you to the team!

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

Our directorate plays a crucial role in supporting our teams to deliver great customer service. This important role helps to guide ateb's Housing Solutions Team forward, to ensure we continue to create better living solutions for our customers, and how we can best support them in the future.



# Your Role @ateb

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

- Take lead responsibility for managing the outcome and effectiveness of your service areas and their ongoing development and improvement.
- Take responsibility for identifying and managing service area budgets, monitor costs against budget and report adverse vacancies and trends.
- Support the annual and strategic development of the service areas and new services where identified and translate agreed strategic priorities into service area delivery where directed, and lead on the improvement planning of the service areas.
- Support the development and monitoring of the Group's assurance framework ensuring that agreed strategic controls are used to manage activities on a day-to-day basis.
- Be the expert in housing management and related legislation/regulation and best practice to ensure our compliance with tenancy related obligations and the effectiveness of our housing solutions related services.
- Be an active member of your assigned leadership groups and support them with their decision-making responsibilities.
- Develop, operate, and improve appropriate processes to ensure effective and successful service area customer outcomes, including any operational risks associated with these processes.
- Be the lead mentor/coach for the embedding of our customer requirements derived from our desire to 'get things done' for all.

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

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# Reward @ateb

## Salary

**c£50,000**

**c£50k per annum**

**Earn up to c£54k 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 £4,000**

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 £2,500 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£5,000</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£150,000</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 31st MARCH (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 10th APRIL

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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