

Creating
better
Careers



#atebcareers

Heating and Plumbing Engineer Recruitment Pack

SALARY PACKAGE:
c£34k per annum

Earn up to c£37k per annum based on
annual performance reviews

CLOSING DATE:
Monday 2nd June 2025
at 9.30am

INTERVIEWS:
Wednesday 11th June 2025



atebgroup.co.uk

ateb

The ateb Group

A message from the ateb team

Hello, and thanks for considering ateb as your next move. So why ateb? Well lots of reasons – I know you would expect me to say that! What about our terms and benefits that actively balance work and life, the culture (DNA) we strive for, the fact we are a major, well respected employer in West Wales, or possibly that we want to make a difference to our customers lives and our team members aspirations?

As our Heating and Plumbing Engineer you will work as part of a team but have significant autonomy to deliver your role profile responsibilities. With the right equipment, training and professional certification, we will support you to develop yourself and the services we deliver. We have great feedback from our customers about the level of service our internal teams provide - customers respect the ateb badge and what it stands for. Having this knowledge will empower you to deliver a quality service within their homes, keeping them safe and warm, and you knowing you have made a difference.

ateb cannot stand still, with environmental pressures and technological advances, the infrastructure within our homes is changing rapidly. We will need to

keep our teams updated and trained to deal with these challenges as our investment in existing and new homes will continue for years to come. This will mean that you will be up for learning new skills, developing new ideas, and not accepting 'that's the way we have always done it'. Having this mind-set is important to our collective future, if we are to maintain high standards, we need team members to drive us forward.

So hopefully you can see there are lot of reasons for choosing ateb, so please get your application in, letting us know why you best fit for the role, and hopefully you will be an ateb team member soon.

Regards,

Nick Hampshire
Chief Executive



The ateb Group

Our Group is made up of 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**

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West Wales Care and Repair
Gofal a Thrwsio Gorllewin Cymru

MILL BAY
HOMES

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

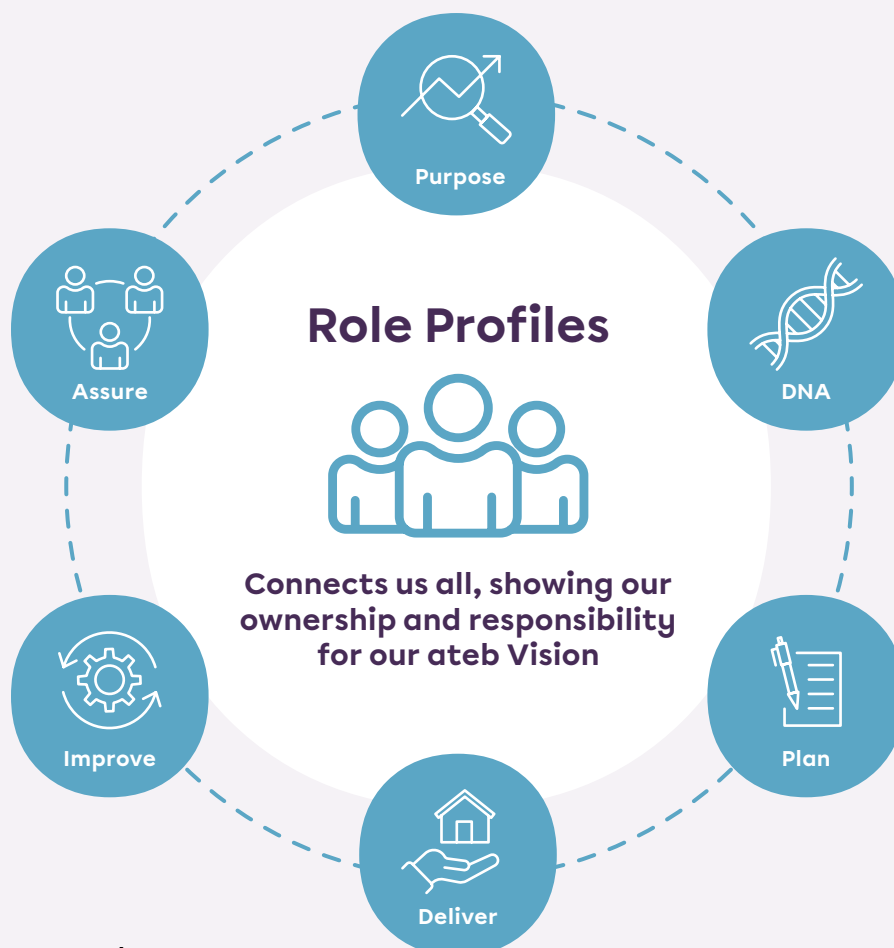
The right customer Outcomes
as Effectively as we can

Assure

Understand Risks
Set the right controls
Test the controls are working

Improve

Improvement is the day job



Customer Directorate

Some say this is the best directorate in the world...

■ Scope

The Customer Directorate consists of 13 delivery teams:

- Customer Services - Lettings, Income Collection, Customer Advice and Support, Customer Engagement, Community Development, Tenancy Support and Independent Living
- Property Services - Maintenance, Compliance, Shared Spaces, Strategic Asset Management, Planned Maintenance and Major Works

Plus our subsidiary company West Wales Care and Repair.

■ Team

There are 112 permanent posts within the directorate; 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

- 132 homes re-let in the last 12-month period, and 78 new homes let
- 29,567 calls received by our contact centre in the last 12-month period

- 1,248 ateb customers provided with money advice and support.

Property Facts and Figures:

- 3289 ateb homes maintained with plans for more
- An average of 1,117 repairs completed each month
- Annual program of investment in our homes through planned maintenance programs, with ambitious plans to make our homes more energy efficient.

■ 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
- Improving our customer engagement offer with the creation of a Customer Committee
- Improving the delivery of our reactive repairs service to ensure we are meeting our customers' expectations.

West Wales Care and Repair

- Developing our services to deliver more to more people.

Your Role @ateb

You will be our: Heating & Plumbing Engineer

Working in the: Property Team

You will focus on the following service areas:

- **Lettings** - To let all properties, 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 the customer satisfaction

Some words from the current team:

Chris will be your direct manager...

Our Heating & Plumbing 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 in compliance and general repairs/ maintenance. 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 Heating & Plumbing 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 HPE team will continue to be at the forefront of this by playing a key role within programmes such as compliance, decarbonisation & general repairs and maintenance.



Your Role @ateb

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

- Complete annual servicing and landlord safety checks of heating/ plumbing systems.
- Contribute to reactive maintenance by providing plumbing and heating repairs as required.
- Liaise with customers, supervisors, team leaders, the wider trade teams, external contractors, suppliers and other colleagues within the ateb Group, providing advice and support when needed.
- Contribute to the turnaround of our void properties by carrying out any plumbing and heating works as required.
- Provide a great customer service experience to all customers.
- Ensure an excellent standard of H&S Management on all works carried out.
- Ensuring that ateb properties are compliant with all legislative requirements.
- Contribute to the planned maintenance programme by completing planned boiler / central heating / bathroom replacements and other planned works when required.
- Promote our work with various audiences that support our Purpose, DNA and our strategic aims.

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

A photograph showing a person from behind, wearing a grey long-sleeved shirt, working on a white ceramic sink. They are using a pair of pliers to adjust a chrome faucet. The background shows a wall with purple square tiles.

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Reward @ateb

Salary

c£34,300

c£34k per annum

Earn up to c£37k per annum based on annual performance reviews

Salary will be based on 37 hours per week, please see notes below regarding our 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 £1,700 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 222 hours Pro Rata	Our annual leave year runs from 1st January to 31st December with full time entitlement of 30 days (222 hours) 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. 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.
Contributory Pension: c£3,400	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%.
Simply Health*: Over £1,000	Over £1,000 of annual health benefits from dental to hospital expenses plus online GP and counselling services.
Life Insurance Cover*: c£102,000	Connected to our pension membership, enjoy x3 salary life cover for your family.
Sickness Benefit: 3 mths full & 3 mths half	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.
Days to Support our Good Causes: 2	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.
Learning and Development	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.
Professional Subscriptions	We will pay one of your annual professional membership subscriptions where it relates to your role.
Trust Clock – flexible working	Flexible time and location working environment. Meet our leading principle and we are flexible on how and where you deliver great customer outcomes.

*Some benefits have a length of service requirement.

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.

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 2nd JUNE 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



■ 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 11th JUNE 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 commitment to improving diversity and representation within our Group, we encourage candidates from all protected characteristics, as well as those with lived experience of disability, to consider joining our Board. Your unique perspectives and experiences are invaluable in helping drive our vision forward.

We are proud to have signed up to Tai Pawb's 'Deeds Not Words' pledge and to have made the Disability Confident commitment. If you are from a Black, Asian or Minority Ethnic background, or have a disability, and meet the essential criteria for the role, you will be guaranteed an interview.

If you would like to read more around our Equal Opportunities and Diversity Policy then please visit our [website](#).

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