

Creating
better
Careers

Customer Committee Recruitment Pack

CLOSING DATE:
Monday 21st July (9.30am)

INTERVIEWS:
w/c Monday 18th August



atebgroup.co.uk

ateb

The ateb Group

A message from the ateb team

Join Our New Customer Committee - Help shape the future of ateb!

Thank you for your interest in becoming a member of our new committee!

At ateb we believe better living starts with having a place to truly call home. A home is more than just a house, it's a safe, stable secure, environment where people can thrive.

The services we deliver are vital to our communities, helping to:

- Address housing needs
- Support people in maintaining their tenancies and live in safe, secure homes
- Empower communities to grow, develop and become self sufficient
- Regenerate communities through social, economic, environmental and physical initiatives
- Assist older and vulnerable people to stay in their homes and communities as their needs change.

We are committed to delivering the best services for our customers and communities. To achieve this, we want our customers to have a strong voice in shaping our services and influencing key decisions.

To strengthen this commitment, our Board has established a new Customer Committee to ensure that customers play an active role in our governance and service improvement.

Our Board are looking for new members to join the team and become part of the Customer Committee!

Why Join?

By becoming a member, you'll have a direct impact on the decisions we make, making a real difference to the services you and other customers receive. This is an exciting opportunity to share your views, represent your community and help shape the future of ateb.

David Birch Board Chair



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

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.

ateb

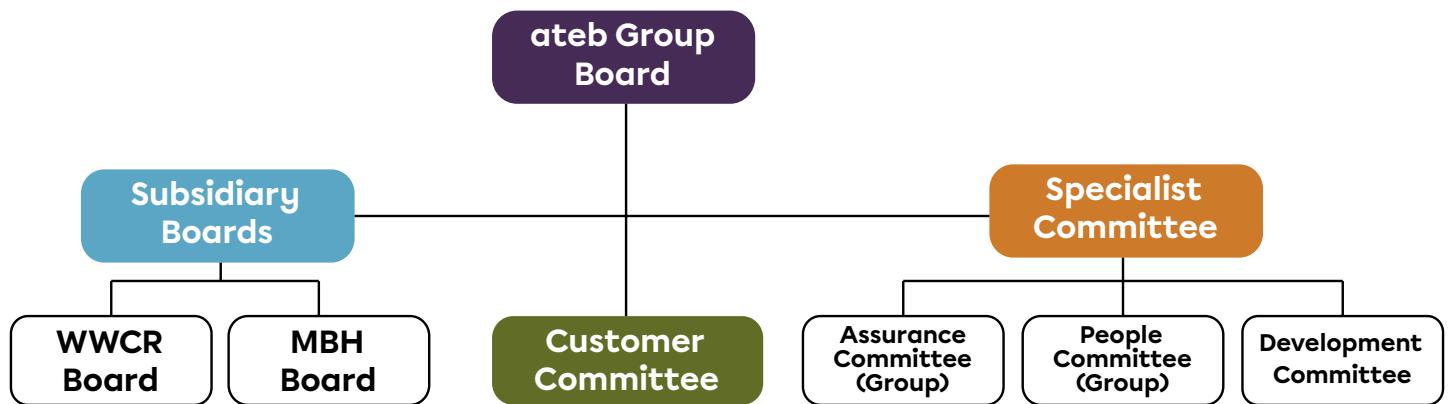


West Wales Care and Repair
Gofal a Thrwsio Gorllewin Cymru

MILL BAY
HOMES

The ateb Boards

Our Board and Committees



ateb Board is the parent Board in the group and a social housing provider. Its primary role is to set the strategic direction, drive growth and investment and oversee risk management. It also has oversight responsibility for the subsidiary Boards, WWCR & MBH. Mill Bay Homes operates as the Group's private sales arm and West Wales Care & Repair supports older people in Pembrokeshire and Ceredigion to live independently at home.

To ensure effective governance, ateb Board has delegated specific responsibilities to its specialist committees, each tasked with scrutinising key areas of strategy and operations:

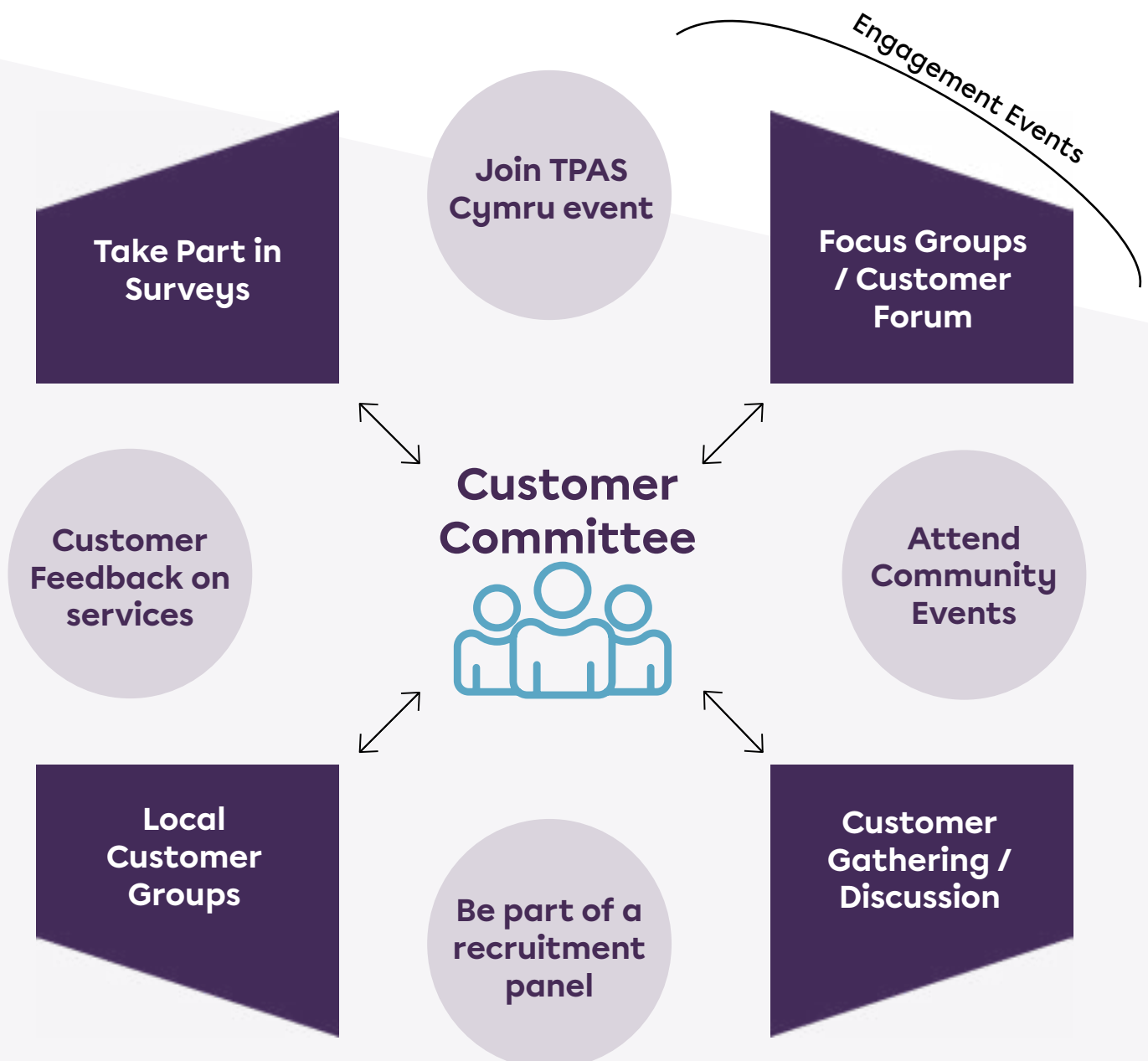
- **Assurance Committee** – Focuses on risk management, audit, and probity, ensuring the Board receives high-level assurance on the Group's performance and systems.
- **People Committee** – Recently expanded to provide specialist advice on remuneration, people management, equity and inclusion, and communications.
- **Development Committee** – Provides oversight, scrutiny, and assurance of the Group's development strategy, covering land, construction, and sales activities.
- **Customer Committee** – Launching in FY 25/26, this new committee ensures the customer voice is embedded in governance. It provides insight and scrutiny on strategy, policy, performance, and engagement activities to support customer-focused decision-making.

Getting Involved at ateb

We have lots of different ways customers can get involved at ateb and Customer Committee will be the heart of this, feeding back customer insights to Board.

Customer Committee Engagement Loop

Input: Feedback from engagement events ———> Customer Committee
Output: Committee reviews feedback and sets focus group themes or tasks
————> Engagement events
Outcome: A continuous feedback cycle where customer experiences shape our services and strategic priorities.



The Committee

Here are some of the great reasons why you should join our Customer Committee:

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- **Make a Real Impact** - Your voice matters! You will have the opportunity to scrutinise and influence key customer strategies and policies that shape the services you and your community rely on. You'll review service performance and drive meaningful improvements, shaping long-term business planning and influencing investment decisions.
- **Represent Your Community** - Be a voice for your fellow customers, ensuring their voices are heard in the heart of our governance system. You'll have the opportunity to influence our key engagement initiatives and engage with the wider customer base to identify key priorities and areas for changes. You'll approve ateb trust expenditure for the benefit of our communities.
- **Drive improvements** - we are ambitious and strive for continuous improvement in all that we do. Our DNA has been developed to allow us to do and be the best we can for the customers we serve. As a Committee Member you will be an integral part in building a style of leadership that focuses on people and outcomes and sets the long-term vision for the group.
- **Gain Valuable Skills** - You'll have the opportunity to develop your leadership, communication, and decision-making skills that can support your personal growth and career development. You'll engage in training opportunities and build your professional network.
- **Be at the heart of a great organisation** - By joining the committee, you will contribute to an inclusive culture where different perspectives drive better decision-making and impact. It's an exciting time to be part of the committee as we are continually growing to support the communities we serve.

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 21st July 2025 (9.30am)

If you're interested in joining the Customer Committee, we'd love to hear from you! To apply or find out more, contact us at Customer.Committee@atebgroup.co.uk, with a short statement (no longer than one side of A4) answering the following questions:

1. What motivated you to apply to the Committee?
2. How would you represent the 'voice' of ateb customers?
3. What skills or experience would you bring to the Committee?

Make your voice count — join us today and help shape the future of ateb.



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 we you haven't heard from us. We will always contact you.



STEP 4 | INTERVIEWS w/c Monday 18th August 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!

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 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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