**Yorkshire Housing Role Profile **

|  |  |  |  |
| --- | --- | --- | --- |
| **Job title:** | Resource Planner | **Leader of others:** | No |
| **Reports to:** | Estate Services Caretaker Team Leader | **Contract type:** | Agile Homeworking |
| **Business area:** | Places and Customer Engagement | **Car allowance:** | No |
| **Budget holder:** | No | **DBS required:** | No |

|  |
| --- |
| **Job purpose** |
| This role plays a pivotal role in ensuring both compliance and operational efficiency across our estate services. By combining compliance tracking with dynamic resource planning, the postholder will help keep our customers safe and satisfied. The postholder will ensure that all planned works are scheduled and completed on time to maintain compliance, while also supporting the scheduling of responsive estate services works. Ensuring resources and timelines are co-ordinated to deliver a seamless customer experience.  |

|  |
| --- |
| **Key responsibilities** |
| * Initiate and track all estate services compliance checks in line with regulatory schedules.
* Maintain accurate records of compliance activities, including follow-up works and audit trails.
* Monitor systems including outlook and salesforce inboxes, triage tasks, ebis and ensure timely resolution or escalation.
* Co-ordinate works in alignment with internal processes ensuring KPIs are met whilst tracking jobs for any potential breaches of process.
* Plan and schedule responsive estate works, co-ordinating any related compliance checks, ensuring operatives are fully utilised and appointments are optimised.
* Manage real-time changes to schedules due to emergencies, cancellations, or unforeseen events.
* Coordinate with subcontractors and other stakeholders to deliver both routine and planned ad hoc work ensuring all certification and relevant information is provided with the support of team leaders.
* Maintain planning trackers and scheduling systems with up-to-date, accurate information.
* Act as a key point of contact for customers, operatives, and internal teams regarding appointments and compliance checks and providing certification where required.
* Make outbound calls to confirm appointments and handle inbound queries or rescheduling requests.
* Collaborate with team leaders and service managers to align planning with operational goals and KPIs.
* Identify inefficiencies in compliance or scheduling processes and suggest improvements while ensuring adherence to procedures, escalating risks or deviations promptly.
* Support training and onboarding of new team members in compliance and planning systems.
* Contribute to a culture of learning, sharing best practices and lessons learned across teams.

As you can imagine, the above might not be all you’ll be responsible for in role so you might be asked to take on some other key responsibilities if they’re suitable for your role.  |

|  |
| --- |
| **What you’ll bring to the role** |
| **The main things:** |
| * Experience in compliance administration or resource planning (ideally both).
* Strong Microsoft Office skills, especially Excel.
* Excellent attention to detail and ability to manage multiple priorities.
* Strong communication and interpersonal skills.
* Ability to follow procedures and escalate risks appropriately.
* Customer-focused mindset with a passion for service excellence.
* Understanding of geographical logistics and scheduling efficiency.
* Natural problem slover.
* Ability to take ownership and deal with different stakeholders and resolving customer issues to get great customer outcomes.
* Eagerness to develop own skills and adapt to change.
* Personal values and approach that align with YH’s values
* Ability to work flexibly in line with Hub, Home and Roam principles.
* An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues.
 |
| **It would be a bonus if you have:** |
| * Social housing experience
* Experience with using Salesforce, Ebis or housing management systems such as Orchard
 |
| **Our values:** |
| Our values describe what matters most to us, and what our colleagues should expect from each other. We’re all expected to show how we support and live up to these values in our work.  **Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say. **Be curious** • Think differently • Ask questions • Keep learning. **Make it happen** • Own it • Do it • Be empowered. **Achieve impact** • Do things that matter • Deliver results • Show pride and passion. **Have fun** • Enjoy work • Be yourself • Stay connected. We want colleagues to feel free to be themselves - so we’re all responsible for making sure we promote a culture of equality, diversity and inclusion.  And, as you’d expect, we’re responsible for our own health and safety, following our policies and doing any training needed for our roles.  |
| **Date Role Profile last reviewed:** | August 2025 |