



**Yorkshire
Housing**

Customer Insight Committee Member

Recruitment pack

Join

Our

Team

Who we are

You might think of Yorkshire Housing as ‘just’ a housing provider, but we’re so much more than that.

We’re here to make a positive difference in people’s lives. So, as well as owning and managing nearly 20,000 homes (and counting) across Yorkshire, we also:

- Offer money and tenancy coaching
- Help older customers live at home independently
- Adapt homes to match the needs of our customers
- Carry out repairs and replace items before things go wrong
- Provide antisocial behaviour support.

Our Values

Our values describe what matters most to us, and what our colleagues should expect from each other. All our colleagues are expected to show how they support and live up to these values in their 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.

Our customer promise and vision...

We want to make it possible for people to have a place they're **proud to call home**. That's the reason we get out of bed every morning. We want to be people's number one choice when it comes to renting or buying a home in Yorkshire.

We're a landlord who cares, and that means more than just putting a roof over people's heads. Home should be a place where people can thrive. So we offer personalised services for customers who need it and make sure we listen to customer feedback so we can continually improve what we do.

“ Our vision is to be the UK's best housing provider. That's pretty ambitious right? ”

We believe that our vision should 'scare us a little, but excite us a lot', and no-one feels inspired by aiming for just good enough! We want to lead the way and be known for great services, innovation, customer and colleague experience.

Our aim to be the best covers all parts of our organisation and works for all housing types whether that's social rent, market rent, shared ownership or market sale. Being bold on this also helps us to attract and keep the best talent. Because talented people don't want to be average.

Our priorities

We launched our shiny new Business Strategy in February 2023. It sets out our three priorities over the next few years to take us towards our vision.



1. Customer obsessed

Improving our customers' and colleagues' experience.



2. Homes and places to be proud of

Creating places people are proud to call home.



3. Pre-emptive

Our game-changing shift to dealing with issues before they happen.

To do this, we're thinking differently (innovation is our thing!) and investing in our digital infrastructure so we can offer more and get the best results for our customers.

We're improving our data so we can make better, smarter decisions and reflect the diverse needs of our customer groups.

We're well on our way to achieving our target of building 8,000 new homes across Yorkshire – focusing on energy efficiency, sustainability and affordability, as well as smart tech to support our drive to pre-emptive services.



How we work

We're also obsessive about creating the right climate and culture for our 900+ people to thrive at work.

If we get it right for our colleagues, they'll get it right for our customers.

Our Hub, Home and Roam approach to work helps to set us apart – we offer choices in where, when and how our people work and we've ditched the 9-5 in an office mentality.

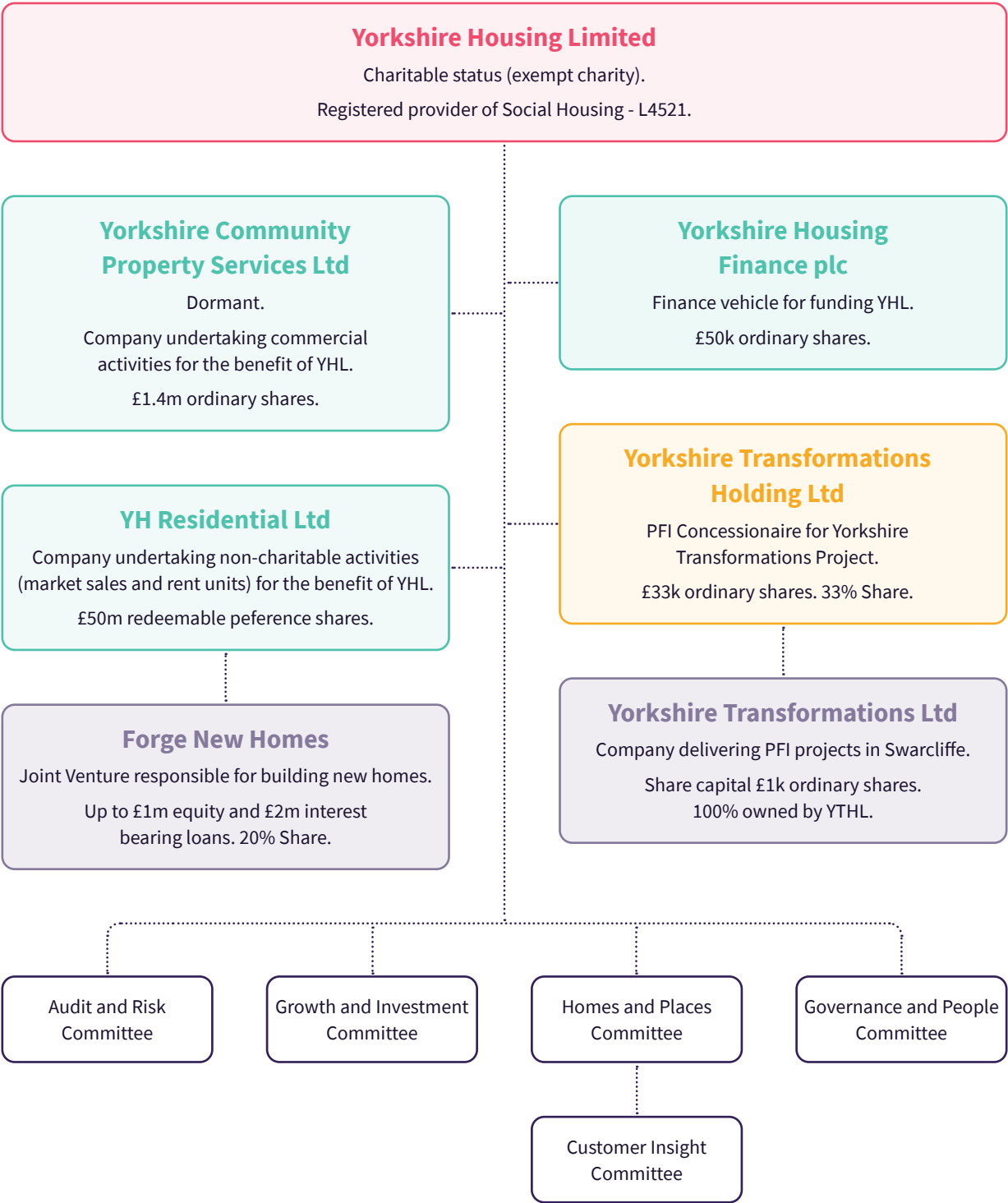
We prioritise investing in our people, creating an inclusive environment, supporting colleague wellbeing, and making Yorkshire Housing a fun, friendly and vibrant place to be. It helps us to recruit and keep the best people.

And, our efforts don't go unnoticed. Our brand helps to attract new business partnerships and build on our current relationships.

Read our latest [annual reports](#) and our [investors page](#) to get an idea of where we're at and how far we've come.



Company structure



Group Board Subsidiary of Group Board (100% owned) Group Share in holding company Subsidiary of subsidiary / Holding Company Board Committee

Our Customer Insight Committee

Our new Customer Insight Committee will make sure our customers' voices are heard loud and clear. And we're looking to appoint up to seven customers to help us.

The committee will review performance, lead service reviews, and make recommendations to help drive improvements that really matter.

As a committee member, you'll team up with other customers and colleagues to review how we're doing, ask the right questions, and help us improve. You'll also help give assurance to our Homes and Places Committee that we're meeting the Consumer Standards – and doing right by our customers.

So, now you know who we are, our business priorities and our Committee, it's time to meet our [Board](#), [executive team](#) and learn more about our [governance structure](#).



What we're looking for

To help us deliver our Business Strategy we're looking for up to seven members to join our Customer Insight Committee. We're not expecting perfection – we're looking for people who care, are curious, and want to make a difference.

We want a mix of voices, backgrounds and experiences. Whether you've done something like this before or it's all new to you, we'll support you every step of the way.

You'll need to be genuinely excited about our mission to be the UK's best housing provider. Whether you've held non-executive roles before or not, what matters most is your ability to think strategically and stay focused on the bigger picture.

You'll need to commit around half a day a month, including time to prepare and attend meetings (which will usually be online).

What we value:

- A shared ambition to help us become the UK's best housing provider.
- A deep passion for our social purpose and the positive impact we make.
- An unwavering commitment to customer obsession.



What you'll bring

Here's what we'd love you to bring to the table:



Lived experience as a customer – You understand what it's like to be part of our communities. You can speak up for others, build trust, and help shape services that work for everyone.



Confidence to lead and challenge – You're not afraid to ask questions or hold us to account. You bring ideas, energy, and a forward-thinking mindset to help us keep improving.



A fair and independent voice – You act with integrity and can look at things from different angles. You're able to spot risks and help us find the right way forward.



A curious and analytical mind – You've got an eye for detail and a knack for asking the right questions. You help us dig deeper and make better decisions.



Great communication skills – You're a good listener and a clear speaker. You can share your views in a positive way and represent the committee with confidence in the wider community.



Team spirit – You work well with others, value different perspectives, and help create a space where everyone feels heard and respected.



A commitment to inclusion – You believe in fairness and respect for all. You're open to learning and ready to challenge discrimination wherever you see it.



Willingness to learn – You don't need to know everything about social housing or regulation – we'll support you to build your knowledge and confidence.

What's in it for you?

We know your time, experience and voice matter, so we want to make sure you get something meaningful out of this role. Here's what you'll be gaining by joining:



A real voice and real influence – You'll help shape the services that matter most to customers and make sure Yorkshire Housing is always listening and improving.



Skills for life – From communication and teamwork to strategic thinking and decision-making, you'll build confidence and develop skills that are useful in all areas of life – and look great on your CV.



Training and support – Whether this is your first time doing something like this or you've done it before, we'll give you the tools, training and support to succeed.



A sense of purpose – You'll be part of something bigger, helping to make a difference for thousands of people across Yorkshire.



Connections and community – You'll meet like-minded people, work alongside colleagues and customers, and be part of a team that values your voice.

And that's not all...

As a Customer Insight Committee member, you'll receive **£3,000 a year**, paid monthly, in recognition of your time, insight and commitment.

How to apply

To apply, please [click here](#), where you'll be taken to our state of the art recruitment platform. You can choose to submit a CV with a Cover Letter or CV and a short video, explaining why you'd be the ideal candidate for this role.

Any queries regarding the position or the process, please also contact recruitment@yorkshirehousing.co.uk and we'll get back to you as soon as we can.

To see the job advert and the full role profile, please [click here](#).

Timeline:



Closing date:

Midnight on 4 August 2025.



Interview / Assessment:

In August, exact date to be confirmed.



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