Yorkshire Housing

Adaptations Support Officer

November 2026



Key information about the role

Adaptations Support Officer

Business area:
Places & Customer Engagement

Reports to:
Tenancy Support Team Manager

Leader of others:
No

Contract type:
Agile Homeworking

Budget holder:
No

Car Allowance:
No

DBS check required:
No

About the role

Role purpose

To provide practical administrative and operational support so we can deliver a clear, efficient adaptations service that helps customers live safely and independently in their homes.

This role helps keep adaptations moving from first enquiry through to completion by coordinating referrals, keeping records up to date, working with colleagues, customers, contractors and partner agencies, and making sure customers are kept informed.

Here's some of the things you'll be doing



We're Yorkshire by name and by nature. And we make it possible for people to have a place they're proud to call home, whether that's to rent or to buy. It's our people that make that happen, and here's how you'll be supporting:

Key responsibilities:

- Provide administrative support for housing adaptations, helping cases move smoothly from referral through to completion.
- Be a helpful first point of contact for customers, contractors, Occupational Therapists and partner agencies, responding to enquiries and providing clear updates.
- Coordinate and monitor adaptation referrals, assessments, approvals and work schedules so customers receive a timely service.
- Keep records, databases and case files accurate, up to date and in line with organisational requirements.
- Raise works orders, process documents and monitor contractor progress against agreed timescales.
- Maintain accurate records of adaptation equipment, supporting compliance with legal requirements, Yorkshire Housing policies and audit standards throughout the equipment lifecycle.
- Work with internal teams and external partners to resolve issues and remove barriers so adaptation works can be completed successfully.
- Make sure adaptation activity follows relevant legislation, policies, procedures and health and safety requirements.
- Carry out any other duties that are appropriate to the role.



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.

So, what will you bring to the role?



The main things:

- Clear and confident communication skills, both written and verbal.
- Strong organisational skills, with the ability to manage priorities and keep things moving.
- The ability to build positive working relationships with customers, colleagues and partners.
- Good attention to detail, especially when updating records and handling information.
- A practical approach to problem solving and finding workable solutions.
- Confidence using Microsoft Office, including Word, Excel, Outlook and Teams.
- The ability to work independently while also being a supportive team member.
- A sensitive and responsible approach to handling confidential and personal information.
- 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:

- Experience in social housing, local authority, healthcare or an adaptations-related service.
- An understanding of Disabled Facilities Grants (DFGs) and housing adaptations legislation.
- An understanding of the Equality Act 2010 and how it supports disabled customers.

Our Yorkshire Housing values

What are they?

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.

Our colleagues are amazing

We want colleagues to feel free to be themselves, which means we all share responsibility for promoting a culture of equality, diversity and inclusion. We're also each accountable for our own health and safety by following our policies and completing any training needed for our roles. Our colleagues are amazing, and the diverse skills and abilities they bring to work every day are what make Yorkshire Housing such a special place to be. You spend a lot of your waking hours at work, so we're committed to giving you a workplace where you can truly be yourself, feel valued, and have opportunities to progress and develop.

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.

