



# Yorkshire Housing Role Profile

<b>Job title:</b>	Defects Coordinator	<b>Leader of others:</b>	No
<b>Reports to:</b>	Aftercare Manager	<b>Contract type:</b>	Agile Homeworking
<b>Business Area</b>	Development	<b>Car Allowance:</b>	No
<b>Budget holder?</b>	No	<b>DBS Required:</b>	No

## Job purpose

Work within the development team to deliver the defects service on new build housing. You will build and maintain relationships with both contractors and consultants regarding defects, and produce regular reports to enable defect contractors to record progress and close jobs. You will investigate queries and issues and provide responses to customers, helping to develop and improve our customer communication channels.

## Key responsibilities

- To support the development team to resolve day to day defect issues.
- To build and maintain relationships with Yorkshire Housing customer experience centre, Space Homes and other internal departments regarding defects.
- To build and maintain relationships with contractors and consultants regarding defects.
- To produce regular reports for defect contractors to record defect progress and close jobs on our systems.
- To produce reports for the technical team, as well as the wider development team as and when required.
- To monitor and action defects on behalf of development, liaising with customers and contractors.
- Obtain quotes for repairs outside the defects process on new build properties.
- Work with Yorkshire Housing's surveyors and clerk of works to resolve latent defects and process warranty claims when required.
- Manage the defects inboxes, responding efficiently and effectively to requests for service or information.
- Provide effective administrative support to the technical team as well as the wider development team when required.
- Process invoices within financial limits
- Support Complaints Team with information regarding formal complaints raised.
- Help develop and improve our customer communication channels.
- Any other duties to support the development team.

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	
<b>The main things:</b>	
<ul style="list-style-type: none"> <li>• Experience of working within a professional environment and dealing directly with external agencies</li> <li>• Enthusiastic with an ability to work to targets</li> <li>• Confident with excellent interpersonal and communication skills</li> <li>• Ability to use own initiative and to problem solve</li> <li>• Communication via various channels (email, phone, portal, social media etc.)</li> <li>• Good communicator and interpersonal skills</li> <li>• Strong administration skills</li> <li>• Ability to check reports for consistency and accuracy</li> <li>• Good numeracy and written skills sufficient to carry out the duties of the post</li> <li>• A knowledge and appreciation of IT applications, especially Word, spreadsheets (Excel), SharePoint, Office 365 and Outlook</li> <li>• Eagerness to develop own skills and adapt to change.</li> <li>• Personal values and approach that align with YH's values</li> <li>• Ability to work flexibly in line with Hub, Home and Roam principles.</li> <li>• An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues.</li> </ul>	
<b>It would be a bonus if you have:</b>	
<ul style="list-style-type: none"> <li>• A housing or construction related qualification (HNC, NVQ level 4 or similar)</li> <li>• Basic knowledge of the housing development process.</li> <li>• Familiarity with Housing Associations / property sales industry</li> <li>• Basic knowledge of electronic document management</li> <li>• Working knowledge of contract administration</li> <li>• Experience of building relationships with contractors and consultants</li> <li>• A full UK driving licence and access to a vehicle for business use</li> </ul>	
<b>Our values:</b>	
<p>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.</p> <p><b>Create trust</b> • Do the right thing, not the easy thing • Be honest and open • Do what you say.  <b>Be curious</b> • Think differently • Ask questions • Keep learning.  <b>Make it happen</b> • Own it • Do it • Be empowered.  <b>Achieve impact</b> • Do things that matter • Deliver results • Show pride and passion.  <b>Have fun</b> • Enjoy work • Be yourself • Stay connected.</p> <p>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.</p>	
<b>Date Profile last reviewed:</b>	September 2025