

Yorkshire Housing Role Profile

Job title:	Housing Assistant Apprentice	Leader of others:	No
Reports to:	Team Manager (Place)	Contract type:	Agile Homeworking
Business Area	Customer Success – Place	Car allowance	No
Budget holder?	No	DBS required:	No

Job purpose

Working in the heart of our Customer Success team, this is a development role providing proactive administrative support to ensure that our customers are supported to receive a truly customer obsessed service by our Place Team. You'll shadow lots of our colleagues across the Place Team to gain a better understanding of the delivery of front-line housing services.

You'll support our Place team, making sure the customer enquiry gets to the right person or resolved at first point of contact. As this is a role where you will be a key touchpoint for the business, the postholder will be given all the necessary training on current systems and our expert team will be on hand to guide you. Your aim will be to deliver exceptional levels of service to a diverse customer base. Quite frankly it's about being Customer Obsessed!

We'll offer the postholder full on-the-job training and our expert team will guide technical and personal development. We'll also support the post holder to work towards a Level 3 qualification in Housing and Property Management that will solidify learning. As part of this role, the post holder is expected to attend college one day a week or for block release and complete the required assignments, along with any associated tests.

Key responsibilities

- Providing an excellent customer obsessed experience & focussing on first time resolution
- Working closely with internal and external stakeholders to ensure a quality and seamless customer journey
- Being friendly, calm, reassuring as a first point of contact for YH customers and anyone who contacts us
- Having a proactive approach to dealing with various queries
- Accurate note keeping on bespoke systems when a customer contacts us - Creating and updating customer records using the relevant systems
- Providing administrative support to the place team such as taking meeting minutes, reference requests for outgoing customers and arranging parking permits and replacement fobs for customers
- Updating customers with information relating to their queries when appropriate. This could include outbound calls, emails, web chat, portal and SMS – whatever they prefer
- Speaking with customers about their issues and signposting them to the best service
- Supporting the Place Team to make sure health and safety checks are completed
- Clearly communicating with all team members to aid ensure the smooth delivery of administration and support
- Assist in the provision of information/data monitoring and reporting
- Learning and supporting with de-escalating low-level complaints

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:

- 4 GCSEs at grade 4 or above including English and Maths
- High standard of accuracy and attention to detail
- Good knowledge of Microsoft applications, including Word, Outlook, Excel and MS Teams.
- Ability to adapt to customers' needs and communication style(s) through active listening
- Customer obsessed, an understanding our customers come from a wide variety of diverse backgrounds and have unique needs and you will have the ability to adapt and provide excellent customer service.
- Ability to prioritise, manage your own workload and to meet deadlines
- The ability to work methodically, follow agreed procedures and accurately record data and information
- Able to adapt, being flexible to a changing and varied workload, whilst maintaining high standards of concentration for routine tasks
- Ability to communicate effectively and network with people, providing clear information and building effective working relationships
- Eagerness to develop own skills and adapt to change
- Personal values and approach that align with YH's value
- Ability to work flexibly in line with Hub, Home and Roam principles. On occasion visiting other Yorkshire Housing sites and various locations across Yorkshire
- 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 or knowledge of social housing
- Experience of speaking to customers in a customer service environment

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:

February 2025