Yorkshire Housing

Tenancy Support Team Manager

October 2026



Key information about the role

Tenancy Support Team Manager

Business area:
Places and Customer Engagement

Reports to:
Operations Manager – ASB, Enforcement and Support

Leader of others:
Yes

Contract type:
Agile

Budget holder:
No

Car Allowance:
Yes

DBS check required:
Yes

About the role

Role purpose

To lead the tenancy coaching and aids and adaptations services, enabling colleagues to deliver consistent, person-centred and trauma-informed support that helps customers sustain their tenancies and live well in their homes. The role provides day-to-day leadership and oversight of performance, resources, budgets, partnerships and complex or high-risk cases, ensuring services are compliant, continuously improving and focused on timely, effective outcomes for customers.

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:

Team leadership

- Lead, support and develop tenancy coaching and aids and adaptations colleagues to deliver a consistently high-quality, customer-obsessed service, with clear ownership of team standards, outcomes and behaviours.
- Provide effective day-to-day leadership through regular one-to-ones, team meetings, coaching, case guidance and workload oversight, ensuring colleagues have clear priorities, balanced workloads, appropriate support and effective escalation routes.
- Set clear expectations and role model Yorkshire Housing's values, creating an inclusive, accountable, resilient and learning-focused team culture where colleagues feel supported, empowered and able to perform at their best.
- Maintain strong service grip by monitoring performance, quality, capacity and complex casework; address issues promptly and work closely with the Operations Manager – ASB, Enforcement and Support to escalate risks and deliver service priorities.
- Manage colleague performance and development fairly and consistently, using feedback, quality assurance and tailored development plans to recognise success, address underperformance and strengthen capability.
- Plan and flex team resources in response to customer need, service demand and colleague availability, maintaining service continuity and timely support for customers.
- Champion continuous improvement and lead the team through service and organisational change, using colleague and customer insight to improve ways of working while maintaining engagement, clarity and service continuity.
- Monitor budgets across tenancy support and aids and adaptations, identifying and escalating financial risks and opportunities to the Operations Manager.

Tenancy and customer support

- Provide specialist tenancy sustainment advice and guidance to colleagues, supporting good decision making, early intervention and effective case progression.
- Oversee complex, high-risk or sensitive customer cases, including risk assessment, support planning, case reviews, safeguarding considerations and escalation.
- Support the management of complex customer needs, ensuring customers have access to the right support to sustain their tenancy, reduce risk and improve wellbeing.
- Identify, develop and maintain effective partnerships with external agencies to reduce barriers to tenancy sustainment and bolster service delivery

- Make sure witnesses and vulnerable customers receive timely, person-centered and trauma-informed support, including referrals, reasonable adjustments and practical interventions where needed.
- Work with internal teams and external partners to coordinate support, remove barriers and deliver joined-up outcomes for customers and communities.
- Use data, customer feedback, complaints, quality checks and case insight to identify learning and pre-emptive practice opportunities to strengthen tenancy sustainment outcomes.
- Make sure tenancy coaching activity is delivered in line with legislation, regulation, policies, procedures and customer commitments.

Aids and adaptations service

- Manage the day-to-day delivery of the aids and adaptations service, making sure requests are progressed consistently, fairly and in line with policy.
- Work with customers, occupational therapists, local authorities, contractors and internal colleagues to support timely and appropriate adaptation outcomes.
- Monitor demand, performance, customer experience and case progression across aids and adaptations, escalating risks or service barriers where needed.
- Establish and maintain effective partnerships with local authorities, ensuring processes and ways of working align to meet the needs of both YH and our customers
- Work with internal and external teams to ensure Adaptations service meets all statutory and regulatory requirements
- Contribute to service improvement activity and help embed effective, accessible and customer-focused tenancy coaching and adaptations practice



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:

- Strong leadership, coaching and management skills.
- Excellent communication and interpersonal skills.
- Ability to lead, inspire, be a role model and motivate and drive performance outcomes of a remote/agile team.
- Passion for delivering customer obsessed services.
- Commercially astute, performance and customer focused as well as results orientated.
- Strong experience of supporting customers with complex needs, tenancy risk, vulnerability, safeguarding concerns or other barriers to tenancy sustainment.
- Good knowledge of tenancy sustainment, tenancy coaching approaches, safeguarding, support planning, risk assessment and relevant housing legislation.
- A customer-obsessed and trauma-informed approach, with a strong focus on reducing risk, supporting vulnerable customers and enabling people to sustain their tenancies.
- Ability to assess risk, make sound recommendations and escalate complex or high-risk customer cases appropriately.
- Strong partnership working skills, with the ability to build effective relationships with local authorities, occupational therapists, support agencies, contractors and internal teams.
- Good written and verbal communication skills, including the ability to produce clear case notes, customer communications, support plans, evidence summaries and recommendations.
- Ability to use data, quality checks, complaints and case insight to identify learning, improve practice and strengthen tenancy sustainment and adaptations outcomes.
- Confidence to manage competing priorities, support colleagues under pressure and maintain grip on complex customer casework and service demand.
- Understanding of aids and adaptations services, including working with occupational therapists, local authorities and contractors to deliver accessible home solutions.
- Level 4 Certificate in Housing regulated by Ofqual or equivalent, or willingness to work towards this.
- Personal values and approach that align with Yorkshire Housing's values.
- Ability to work flexibly in line with Hub, Home and Roam principles.
- An understanding of equality, diversity and inclusion and how this is applied through our service to customers and colleagues.

It would be a bonus if you have:

- Professional management/leadership or coaching qualification.

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.

