



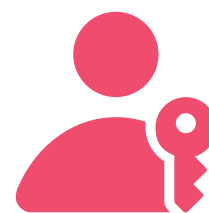
**Yorkshire
Housing**

Quality and Training Expert (CEC)

April 2026





Key information about the role




Quality and Training Expert

 **Reports to:**
Customer Experience Team Manager

 **Leader of others:**
No

 **Business area:**
Customer Experience

 **Contract type:**
Agile Homeworking

 **Budget holder:**
No

 **DBS check required:**
No

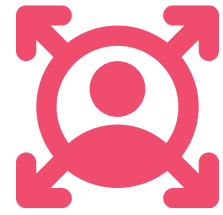
About the role

Role purpose

You will promote and deliver a positive coaching and feedback culture across the Customer Experience Team, carrying out quality assurance assessments against the quality assurance framework. The quality checks you'll be responsible for will enable you to identify training and coaching needs for individuals and you'll continually support team growth and development.

You'll collaborate with other business areas to design and update the CEC training material, making sure it's accurate and engaging. You'll deliver training to new colleagues, refresher sessions for current colleagues and provide 1-1 coaching. Contributing to the assessment and evaluation of all learning interventions, demonstrating value added and behavioural change over time.

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:

- Carry out quality assurance assessments and coaching in line with our quality assurance framework.
- Expected to design and deliver interconnected training and development plans spanning new regulations, behaviours, knowledge, culture and skills.
- Work with Team Managers to identify training and development needs for individuals and the team as a whole and carry out 1-1 coaching sessions.
- Set up and track success measures and learning outcomes through simple but effective learning evaluation and reporting tools.
- When required, deputise as a Team Manager and provide effective leadership when needed, communicating clear expectations around targets and standards of behaviour within the team.
- Create and deliver training plans that fast track the route to competency for new starters within Customer Experience Centre in collaboration with other service areas including complaints.
- Design and deliver engaging training in groups and one to one training and coaching.
- Work closely with team managers to plan and implement training plans for changes across Yorkshire Housing.
- Keep knowledge articles and training materials up to date and relevant.
- Collaborate across YH to plan and implement training and communication of change.
- Support the Team Manager to identify and resolve team issues.
- Assist with escalated calls from Customers who wish to speak to a manager.
- Be a role model as a Customer Experience Expert.
- Champion an individual service by working with our Customer Experience Team and colleagues across the business so we can show VFM and continuous improvement.
- Support the recruitment and selection of new colleagues through various methods (interviews, assessments).
- Keep up to date with wider business initiatives, making sure Customer Experience are 'ahead of the curve' and aligning this to the training/coaching you'll facilitate.
- Carry out other duties that may reasonably fall within scope.



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:

- Detail orientated with experience of carrying out quality assurance assessments.
- Expert knowledge of Customer Experience Services (including Income, Housing and Repairs) and the skills required to deliver them in line with Customer Obsession.
- Excellent communication and interpersonal skills; Communicating confidently, effectively and empathetically with people. Having the ability to give insights, feedback and explain complex issues simply without diluting the meaning.
- Great co-ordination skills and the ability to share plans and approaches with key stakeholders; to aid shared understanding and agreement.
- Demonstrating a strength for group speaking, presenting information and facilitating group discussions with ease.
- Ability to lead, coach and develop a team, influencing the right behaviours through excellent communication skills.
- Experience of training/coaching small groups, flexing your approach to each group and learning styles as needed.
- Takes initiative to “do the right thing” and work closely with Team Managers to support performance of the service to customers by colleagues.
- Great IT skills in the use of ICT systems, Microsoft, LMS and other learning or presentation packages.
- Ability to work on own initiative, be adaptable and flexible with good organisational and time management skills to manage competing demands and deadlines.
- 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:

- Coaching and Quality experience/ qualification
- Training experience/qualification
- Recruitment experience

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.

