

Yorkshire Housing Role Profile

Job title:	Place Team Manager	Leader of others:	Yes
Reports to:	Place Services Manager	Contract type:	Agile
Business Area	Place	Budget holder?	Yes

Job purpose

At Yorkshire Housing we are not just about bricks and mortar, we're about providing homes and places customers can be proud of. There are lots of moving parts to make sure we achieve this. As a Place Team Manager, you'll be leading an operational team to provide a customer obsessed, high performing service across all tenures to a diverse range of customers.

You'll be responsible for operational delivery but also the development of strategic plans for your area, making sure we listen to and act on customer feedback. You'll collaborate right across the business to bring a joined-up approach to our customer strategy making a real difference to our customers. You'll also work closely with partner agencies to get the best outcomes for our customers.

Key responsibilities

- Lead, inspire and motivate a remote team to deliver shared goals, service and high performance for customers and YH.
- Provide effective leadership and communicate a clear vision of expectations, objectives and behaviours in line with YH values throughout your team.
- Continuously improve ways of working in the Place team to make sure we are adapting to meet our customers' needs and driving customer obsession at every opportunity.
- Develop and maintain proactive, positive and collaborative ways of working across the business as well as with external partners.
- Supports and encourages a learning and feedback culture with a growth mindset. Driving continuous performance improvements with individuals and the team.
- Develop and improve tenancy management processes and procedure including contribution to policy.
- Responsible for making sure we are compliant with regulatory requirements, service level agreements and legal obligations via performance management and audits. Applying new legislation and governance to our working practices.
- Be an expert in the teams work and a key point of contact for the wider business on day-to-day operational matters.
- Develop and deliver customer focussed place plans for each local authority we work in.
- Adapt and flex resources to meet customer demand for services.
- Engage customers and work with them proactively and collaboratively to influence and develop services.
- Contribute to our development plans giving insight on the feasibility of any forthcoming developments.
- Make sure that budgets are managed with no significant under or overspend.
- Role model the YH values and behaviours and demonstrate commitment to the business strategy.
- Carry out any other duties that may reasonably fall within scope

What you'll bring to the role

The main things:

- Excellent leadership and management skills with ability to motivate colleagues using a high support, high challenge approach.
- Excellent communication with interpersonal skills with strong influencing and negotiation skills.
- A customer obsessed mindset with a drive and determination to provide an excellent customer service and achieve high levels of performance.
- Ability to inspire, motivate, coach and develop colleagues to be the best they can be.
- Ability to manage challenging situations demonstrating empathy, sensitivity and diplomacy.
- Have a proactive, problem-solving, growth mindset and take ownership for getting issues resolved.
- Be able to deliver complex and sometimes complicated messages to customers and colleagues without diluting their important meaning.
- IT and social media savvy.
- Ability to make the most of technology and data to continuously improve our service to customers and inform how we use our resources appropriately.
- Ability to gather, record and understand data, using manual and electronic systems including Microsoft packages.
- Experience and ability to manage budgets effectively.
- Excellent attention to detail with the ability to work under pressure, deliver to strict deadlines and manage conflicting priorities and cases.
- Organised and self-motivated. Adaptable to a changing and varied workload and able to plan and deliver to agreed timescales, goals and priorities.
- A proactive, enthusiastic and driven approach to work and achieving targets.
- Excellent up to date knowledge and/or experience of tenancy management in the social housing sector.
- 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.
- A full UK driving license, the ability to drive and access a car for business purposes.

It would be a bonus if you have:

- An understanding of the Regulatory Framework as laid out by the Regulator of Social Housing.
- An understanding of key housing legislation relating to tenancies.
- A Level 3 Certificate in Housing regulated by Ofqual or equivalent or be willing to work towards.
- A professional coaching and/or management qualification.

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.