



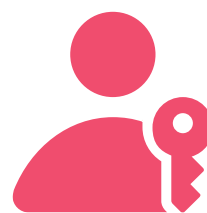
**Yorkshire
Housing**

Housing Services Manager

July 2025



Key information about the role



Housing Services Manager

**Business area:**

Places and Customer Engagement

**Reports to:**

Operations Manager – Communities

**Leader of others:**

Yes

**Contract type:**

Agile

**Budget holder:**

Yes

**Car Allowance:**

Yes

**DBS check required:**

Yes



About the role

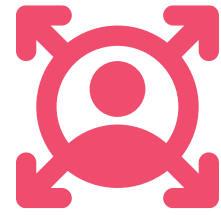
Role purpose

The Housing Services Manager plays a pivotal role in leading and inspiring operational teams to deliver a customer-obsessed, high-performing housing service across a range of tenures and rented products. This role is central to ensuring that every customer journey—from the start of a tenancy to its end—is seamless, supportive, and rooted in empathy and efficiency.

With a focus on continuous improvement, the Housing Services Manager champions service design and delivery that reflects the diverse needs of our communities, enabling customers to live well and thrive. They are accountable for embedding a culture of accountability, innovation, and excellence, ensuring that services are not only compliant and efficient but also genuinely responsive to what matters most to customers.

This role also involves coaching and motivating colleagues to be the best they can be—creating an environment where people feel empowered, supported, and connected to purpose. Through strong leadership, the Housing Services Manager ensures that teams are equipped to deliver great outcomes, build trust with customers, and contribute to vibrant, sustainable communities.

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:

- Lead and develop high-performing, remote operational teams to deliver onboarding and place-based, customer-obsessed services across a range of tenures and rented products, ensuring every customer feels supported and valued in their community.
- Be an inspiring and effective leader, clearly communicating expectations, performance targets, and behaviours aligned with Yorkshire Housing's values. Influence, coach, and motivate colleagues to deliver consistently high-quality customer outcomes.
- Establish and maintain effective operating rhythms, including regular 1:1s and team meetings, to monitor performance, identify development needs, and implement tailored training and growth plans.
- Continuously improve ways of working to adapt to evolving customer needs, streamline processes, and drive service performance and efficiency.
- Build and sustain collaborative relationships across internal teams, stakeholders, and external partners—including other housing providers and local authorities—to deliver joined-up services and shared outcomes.
- Ensure compliance with regulatory requirements, housing and tenancy legislation, service level agreements (SLA's), policies and procedures through performance reporting and auditing. Applying new legislation and governance to our working practices.
- Use customer and community insight to continuously improve the services we deliver for our customers and develop place plans, feed into development opportunities and plan for future business demand.
- Engage proactively and transparently with customers, providing timely, accurate information in line with customer commitments and expectations across housing and place management services.
- Drive improvements in customer satisfaction by responding to feedback, reducing complaints, and aligning services with Tenant Satisfaction Measures (TSMs) and customer insight.
- Manage budgets effectively, ensuring financial accountability and avoiding significant under- or overspend. Implement and monitor improvement plans to manage risks and deliver value.

- Flex and adapt resources to meet changing customer demand, ensuring service continuity and responsiveness.
- Role model Yorkshire Housing's values and behaviours, demonstrating a strong commitment to the organisation's strategy and purpose.
- Foster a culture of engagement and inclusion, continuously improving colleague satisfaction and creating a positive, high-performing work environment.
- Champion continuous improvement and innovation, encouraging teams to identify and implement service enhancements that improve customer experience, efficiency, and adaptability.
- Lead on safeguarding and support for vulnerable customers, ensuring colleagues are trained to identify and respond to complex needs with empathy and professionalism.
- Support digital transformation and data integrity, promoting the use of digital tools and accurate data to enhance service delivery, reporting, and decision-making.
- Act as a change leader, supporting organisational transformation and embedding new ways of working while maintaining colleague engagement and service continuity.
- Oversee the on-call rota and escalation processes, ensuring appropriate coverage, clear protocols, and effective responses to out-of-hours service needs.



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:

- Excellent leadership and management skills with the ability to motivate colleagues using a high support, high challenge approach.
- Ability to motivate, coach and develop colleagues to be the best they can be.
- Customer-obsessed, solution focussed mindset with a drive and determination to provide great customer services and achieve high levels of performance.
- Strong risk awareness and decision-making skills, with the ability to assess complex situations and respond appropriately, especially in high-pressure or emergency scenarios (e.g. out-of-hours service, safeguarding, tenancy breaches).
- Ability to manage challenging situations with empathy, sensitivity and diplomacy.

- Excellent communication and interpersonal skills with strong influencing and negotiation abilities.
- Ability to represent Yorkshire Housing positively at partnership meetings and network effectively.
- IT and social media savvy, with the ability to make the most of technology and data to continuously improve services, and gather, record and understand data.
- Excellent attention to detail with the ability to work at pace, deliver under pressure, meet deadlines and manage conflicting priorities.
- Certificate in Housing regulated by Ofqual or equivalent or be willing to work towards.
- Can-do attitude and desire to continuously improve services to customers and colleagues.
- Be able to embrace, adapt and influence change, bring teams and colleagues along with you.
- An understanding of the Regulatory framework as laid out by the Regulator of Social Housing and Housing Ombudsman complaint handling code.
- Experience managing or overseeing operational rotas, including on-call or out-of-hours services, ensuring appropriate coverage and clear escalation processes.
- Ability to lead through change, supporting teams through transformation and embedding new ways of working with clarity and empathy.
- Commercial awareness, with the ability to balance customer outcomes with financial accountability and value for money.
- Commitment to inclusive leadership, creating a culture where all colleagues feel valued, supported, and able to thrive.
- 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 vehicle for business purposes.

It would be a bonus if you have:

- A professional coaching and/or management 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.

