



**Yorkshire
Housing**

Commercial Assets Manager

July 2026



Key information about the role



Commercial Assets Manager

 **Business area:**
Development and Homeownership

 **Reports to:**
Head of Homeownership and Commercial Assets

 **Leader of others:**
Yes

 **Contract type:**
Agile

 **Budget holder:**
Yes

 **Car Allowance:**
No

 **DBS check required:**
No

About the role

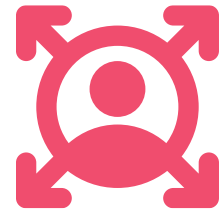
Role purpose

To lead the delivery and improvement of Yorkshire Housing's commercial and non-social housing activity. This includes market rent, rent to buy, intermediate rent, garages, commercial leases, external management company relationships, land and other commercial arrangements, and customer relocation linked to asset decisions.

The role balances customer service, property management, managing and mitigating risk, compliance and value for money. It will need strong grip across a varied portfolio, clear priorities, and the ability to make good decisions where issues are complex or sensitive.

You will lead, coach and support colleagues to deliver clear outcomes. You will also work closely with internal teams and external partners to make sure services are well managed, legally compliant, customer focused and fit for the future.

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:

Leadership and Service Improvement

- Lead, coach and develop the Commercial Assets team, setting clear expectations and creating a culture of ownership, high standards and good customer outcomes.
- Manage a broad and varied service area, keeping grip of priorities across rent to buy, intermediate rent, market rent, garages, commercial assets, external management companies and customer relocation.
- Use data, insight and customer feedback to improve services, reduce failure demand and move the service from reactive to pre-emptive.
- Responsible for the development and delivery of service improvement activity ensuring that external and market factors such as technological advancements - including AI and automation, best practice and national policy are considered where appropriate
- Create and maintain strong working relationships across Yorkshire Housing.
- Represent the service in projects and cross-team work, making sure commercial and non-social housing activity is properly understood and considered.
- Champion Yorkshire Housing's values and support a safe, inclusive and positive team culture.

Operational Management

- Oversee end-to-end letting, management and exit activity for market rent, intermediate rent, rent to buy and garage portfolios.
- Make sure rent to buy customers receive clear advice, timely contact and consistent support around their options.
- Oversee customer relocation activity linked to disposals, asset decisions, property condition, redevelopment or other business need, making sure customers are supported and risks are managed.
- Oversee commercial leases, third-party leases, service agreements, land arrangements and other commercial activity where Yorkshire Housing is the landlord, leaseholder, customer or service provider.

- Lead oversight of external management companies, managing service quality, value for money, payment issues, disputes, information records, and customer impact.
- Ensure policies, procedures, records and ways of working are clear, current, and used consistently across the portfolio.
- Key operational lead and contact for commercial based activity around escalations and complaints, embed service improvements from lessons learnt whilst implementing a culture of best practice and customer focussed outcomes.
- Challenge poor value, unclear charges or weak service delivery from external partners, and secure clearer outcomes for Yorkshire Housing and customers.
- Keep accurate records of leases, agreements, management arrangements, liabilities, responsibilities, and key dates.
- Work with relevant teams to support rent setting, budget planning, service charge queries and recovery of costs where appropriate.



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 people leadership, with the ability to coach, support and hold colleagues to account.
- Experience managing varied property, housing, commercial or customer services where priorities can change quickly.
- Commercial awareness and the ability to balance customer need, income, cost, risk and legal responsibilities.
- Ability to understand leases, agreements, policy, legal documents and complex property information, and explain key points in plain English.
- Customer obsessed, with confidence managing complaints, difficult conversations and sensitive cases.
- Good judgement and confidence making decisions where information is complex or incomplete.
- Strong organisational skills, with the ability to manage multiple workstreams and keep control of detail.

- Strong analytical skills, with confidence using data, reports and financial information to improve performance and inform decisions.
- Good stakeholder management skills, including the ability to influence, challenge and negotiate with internal and external partners.
- Good written and verbal communication skills, with the ability to brief senior leaders and support colleagues across the business.
- Confidence using Microsoft 365, housing systems and data/reporting tools.
- Ability to work flexibly in line with Hub, Home and Roam principles, including travel across Yorkshire when needed.
- A full UK driving licence and access to a vehicle for business purposes, unless a reasonable adjustment applies.
- Eagerness to develop own skills and adapt to change.
- Personal values and approach that align with YH's values
- 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:

- Knowledge of leasehold, commercial property, private rented sector, rent to buy, intermediate rent or garage management.
- Experience of managing external management companies, managing agents, solicitors or other third-party providers.
- Experience of service charges, rent setting, portfolio review or asset disposal activity.
- Experience of customer relocation linked to asset decisions or property condition.
- Housing, property, leadership or coaching qualification, such as CIH or equivalent.

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.

