



**Yorkshire
Housing**

Housing Officer - Communities

March 2026



Key information about the role



Housing Officer – Communities

 **Reports to:** Housing Services
Manager – Communities

 **Leader of others:**
No

 **Business area:**
Places and Customer Engagement

 **Contract type:**
Agile

 **Budget holder:**
No

 **DBS check required:**
Yes

About the role

Role purpose

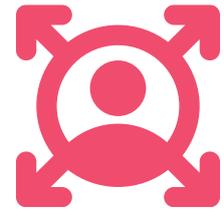
This role involves delivering a quality, customer-obsessed service across various tenures and rented products for diverse customers in our communities.

Being out and about in our community means this role is often the eyes and ears of YH. Working with both internal and external partners, this role will deal with all things tenancy management. Utilising key insights to influence our place plans and facilitate a performance management environment, building relationships with customers from onboarding to the end of their tenancy with us is a big part of this role.

The role requires spending most of the time (80%) out in the communities, acting as key support and visible contact for Yorkshire Housing, providing customers with the right information, advice, and guidance at the right time, enabling them to live in a home and place they are proud of.

This role ensures that the customer journey with Yorkshire Housing begins and ends well, while managing our places using a "total place" approach.

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:

Customer Onboarding

- Deliver a customer obsessed lettings service for new customers including pre-tenancy support, viewings and sign-ups.
- Negotiate with customers during viewings to ensure that the homes meet their needs providing pre-tenancy information, support and advice including financial products and welfare benefits, whilst promoting rent on time.
- Onboard new customers ensuring they settle into their new home and address any issues
- Identify and refer vulnerable customers for additional support.
- Promote rent on time and collaborate with internal teams to meet performance targets.
- Lead and coordinate managed moves and decants.

Tenancy Management

- Conduct estate inspections and tenancy checks to ensure compliance with tenancy agreement and housing management principles whilst identifying and addressing any customer support needs.
- Provide a customer centred, outcome led tenancy management service in line with policies and procedures ensuring tenancy management issues are addressed, including low level ASB and tenancy breaches.
- Ensure compliance with regulatory and statutory requirements.
- Ensure customer leave YH well, visit and provide support and guidance to customers on the termination process and leaving well expectations. Fit key safes.

Place Plans and Data

- Develop, deliver and manage Place Plans to address customer issues, improve customer satisfaction and reduce complaints.
- Use customer and community insight to identify trends and YH focus.
- Deliver targeted and pre-emptive campaigns in our places to address community challenges "hotspot" areas and tenancy management issues ensuring communities are cohesive and inclusive.
- Tailor services to meet diverse customer needs identifying opportunities to improve our communities.

- Maintain and continually develop knowledge and awareness of broader community and tenancy management related issues including case law, best practice, current legislation and national initiatives.
- Project development and delivery.
- Take part in the on-call rota as needed.

Performance management

- Resolve customer queries at first point of contact, respond to customers within SLA's and improve outcomes.
- Maintain accurate records through Salesforce to ensure accurate data and information is kept on our customers.
- Deliver a high performing, customer obsessed, service in line with KPI's, SLA's and successful outcome management.

Partnership working

- Build and maintain positive relationships with internal teams, external agencies, partners and Stakeholders.
- Develop and deliver partnership working that benefits customer living in our communities, collaborating effectively with Statutory agencies, other Housing Associations and voluntary sector organisations



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:

- Passionate about helping customers adopting a customer obsessed approach.
- Excellent communication and interpersonal skills.
- Solution focussed attitude with the ability to think on your feet.
- 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.
- Flexible, adaptable and well organised with the ability to work independently, prioritising and managing workload effectively.
- Customer-obsessed, solution focussed mindset with a drive and determination to provide great customer services and achieve high levels of performance.
- Ability to manage challenging situations with empathy, sensitivity and diplomacy
- Can-do attitude and desire to continuously improve services to customers and colleagues.
- Experience working with diverse communities and delivering community focused outcomes for minority/disadvantaged groups.
- An understanding of the Regulatory framework as laid out by the Regulator of Social Housing and Housing Ombudsman complaint handling code.
- Ability to work collaboratively with internal teams and external partners involving and engaging customers and stakeholders.
- Experience in delivering housing management services to customers.
- Experience in first point of contact resolution to de-escalate risk of unhappy customers.
- 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:

- Negotiation skills and/or training
- Experience/knowledge of welfare reform, benefits advice and income maximisation techniques.
- Certificate in Housing regulated by Ofqual or equivalent
- Project management 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.

