



Yorkshire Housing Role Profile

Job title:	Resource Coordinator Apprentice	Leader of others:	No
Reports to:	Senior Resource Coordinator	Contract type:	Agile Homeworking
Business Area	Homes - Repairs and Maintenance	Car Allowance:	No
Budget holder?	No	DBS required:	No

Job purpose

This role joins the Repairs and Maintenance team in providing a proactive administrative service. This involves planning and scheduling property repairs including damp, mould and condensation (DMC) repairs, inputting and updating systems, liaising with customers and generating reports.

You'll have four days a week in the workplace learning on the job and one study day, working towards the Level 2 Customer Service Practitioner qualification. As part of this role, you'll be expected to attend the required training, complete the required assignments, along with any associated tests.

Key responsibilities

- Arranging and scheduling property and DMC repairs
- Inputting accurate data relating to repairs and DMC onto the inhouse system including raising a repair, updates to variations to completed repairs and raising further work requests
- Producing various reports
- Preparing invoices and record payments and expenditure
- Carrying out diary management - updating calendars and systems with all team training, meetings, sickness and holidays
- Liaising with planners, operatives and their team leaders to ensure they are achieving their daily work schedules.
- Communicating with our customers, via text, letter, email and phone, and making sure that the customer is kept informed at all times
- Contribute to the review and continuing improvement of team working practices, processes and systems

What you'll bring to the role

The main things:

- A passion for customer service
- 5 GCSE's at grade C/4 or above including English and Maths
- Extremely high attention to detail
- Excellent team working skills
- Confident communicator at all levels and have the ability to organise, prioritise and manage own workload to meet deadlines
- Good knowledge of Microsoft applications
- Aged 16 or over by September 2026

- Eligible to live and work in the UK and have lived in the UK for the past 3 years
- Not already hold a qualification in a similar subject at the same level, or a higher level than the apprenticeship they are applying for
- Not in full-time or part-time education during the apprenticeship

It would be a bonus if you have:

- Previous work experience in similar role
- Housing sector exposure

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.

Date Role Profile last reviewed:	February 2026
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