

Yorkshire Housing Role Profile



Job title:	Homeownership and Commercial Assets Administrator	Leader of others:	No
Reports to:	Homeownership Manager	Contract type:	Agile Homeworking
Business Area	Development and Assets	DBS Required:	No
Budget holder?	No	Car Allowance:	No

Job purpose

To provide professional, accurate and efficient administrative support for the day to day activities within the Homeownership and Commercial Assets team and delivering an excellent service for our customers.

You'll work predominantly in the Homeownership side of the team providing essential support to the team managing the Homeownership portfolio.

You will often be the first point of contact for customers and colleagues into the team and you will take ownership of this, providing a customer obsessed service from start to finish.

Key responsibilities

- To provide administrative support to the team including but not limited to: data entry, data management, creating and maintaining accurate customer and property records, keeping detailed audit trails across a variety of systems, producing customer friendly information and documentation including welcome packs, information packs and sending out customer correspondence.
- To manage all shared mailboxes or central work queues for the team, ensuring enquiries are picked up and dealt with within the agreed time scale and KPI, raising cases or escalations where necessary.
- To manage escalated queries from the Customer Experience Team ensuring clear ownership where cases are handed over.
- Working with the team of Homeownership Experts providing administrative support to the various Homeownership processes including back off support updating key systems and keeping accurate customer and property records and ensuring all records are stored in line with GDPR.
- Coordinate raising purchase orders for external suppliers, ensuring requests are dealt within the agreed timescale and KPI.
- Clearly communicating with all team members, to provide assistance and support to ensure the smooth delivery of administration and support.
- To complete CORE records and ensure that all queries are completed within the required timescale
- Contribute to meeting all targets and KPIs, including individual KPIs around data entry and enquiry response and case management times, and the team KPI for customer satisfaction.
- To support the Commercial Assets team and Commercial Assets Support Officer as required including managing the void process for the rental properties and overseeing the process of invoices for third parties.

What you'll bring to the role

The main things:

- Being customer focused or as we say at YH "Customer Obsessed".
- Proficient in the use of ICT systems and Microsoft packages including Word, Outlook, Excel and MS Teams.
- Proven ability to work methodically, follow agreed procedures and accurately record data and information.

- Excellent attention to detail and able to present written and numerical information quickly and accurately.
- Able to adapt, being flexible to a changing and varied workload, whilst maintaining high standards of concentration and accuracy for routine tasks.
- Strong organisation and time management skills, with the ability to prioritise, manage your own workload and to meet deadlines.
- Ability to communicate effectively and network with people, providing clear information and building effective working relationships.
- Able to work to targets, internal policies, procedures and service development initiatives.
- 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.

It would be a bonus if you have:

- Housing experience
- Experience of using a Customer Relationship Management (CRM) system.
- Experience of using Orchard, specifically linked to data entry activities.
- Understanding of Leasehold, Market and Intermediate Rent, Affordable Home Ownership products
- Experience of working in a central team and supporting a team working remotely.

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:

July 2025