



**Yorkshire
Housing**

Senior Team Leader (Gas and Mechanical)


March 2026



Key information about the role




Senior Team Leader (Gas and Mechanical)

 **Reports to:** Gas and Mechanical Services Manager

 **Leader of others:** Yes

 **Business area:** Homes

 **Contract type:** Agile

 **Budget holder:** No

 **DBS check required:** Yes

About the role

Role purpose

Provide strong, visible leadership to Gas & Mechanical Services Team Leaders, Technical Coaches and Trade Operatives, ensuring they are motivated, supported, and equipped to deliver high quality planned and reactive services.

Oversee day to day operational delivery, setting clear expectations and leading by example to maintain high standards of professionalism, customer focus, and service excellence.

Foster a collaborative and inclusive team culture that values diversity, continuous learning, and career development, while promoting accountability and pride in the work delivered.

Ensure your team has the right skills, tools, and resources to deliver reliable and efficient electrical services, maintaining full compliance with all regulations, industry standards, and health & safety requirements.

Take strategic ownership of workforce planning, aligning resources effectively to meet service demand and operational priorities.

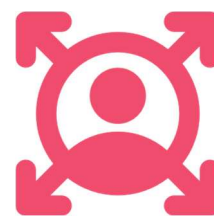
Lead on customer complaint resolution, using feedback and performance insights to drive service improvements and exceed customer expectations.

Champion Health & Safety across all operations, ensuring cyclical checks are completed and documented, and actively promoting initiatives that reduce incidents and strengthen a culture of safety.

Provide technical expertise to ensure all gas and mechanical operations are delivered safely, cost effectively, and in line with regulatory requirements, including maintaining compliance necessary for Yorkshire Housing's Gas Safe Registration.

Identify and develop new opportunities within Gas and Mechanical Services across both domestic and commercial property portfolios, supporting innovation and future service development.

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:

- Act as deputy for the Gas and Mechanical Services Manager, providing senior oversight and continuity of leadership when required.
- Lead, motivate, and support Contracts/Gas and Plumbing Team Leaders and wider team members, offering trusted technical guidance and creating a positive, high performing environment.
- Oversee the delivery of gas and mechanical contracts, ensuring all work meets required quality standards, financial targets, KPIs, and full regulatory compliance.
- Manage day to day operations, ensuring workloads are planned, prioritised, and completed on time and to organisational standards.
- Work collaboratively with key stakeholders to resolve operational issues, improve efficiency, and deliver an excellent customer experience.
- Maintain accurate, timely reporting and ensure data is reliable and shared appropriately.
- Monitor performance trends, identify risks or issue's early, and take proactive action, escalating where necessary.
- Lead effective workforce planning to ensure the right skills and resources are available to meet service demands.
- Manage subcontractors to ensure services are delivered safely, commercially, and in line with Yorkshire Housing expectations.
- Take ownership of customer complaints and service concerns, ensuring fair, timely resolutions and contributing to service improvement.
- Identify and address quality or performance gaps, working with internal teams and contractors to maintain high standards.

- Champion safe working practices and health & safety compliance, ensuring required checks are completed, recorded, and understood across the team.
- Support multiskilling and team development to increase flexibility, resilience, and long-term workforce sustainability.
- Contribute to the review and improvement of policies, procedures, and working practices to drive innovation, efficiency, and service improvement.
- Ensure all activity aligns with Yorkshire Housing's Customer Care Policy and organisational values.



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 technical expertise in gas and mechanical services—ideally within social housing—with the ability to coach, develop and upskill the team to maintain high standards.
- Extensive experience leading Health & Safety processes, ensuring safe working practices, full regulatory compliance, and a strong safety culture.
- Proven ability to deliver services to agreed cost, time and quality requirements, including managing subcontractors and working within defined budgets.
- Excellent planning, organisational and workforce planning skills, with the ability to manage shifting priorities, solve problems quickly, and use resources effectively.
- Strong attention to detail, ensuring accuracy, quality, and consistent adherence to KPIs and compliance standards.
- Excellent communication and interpersonal skills, capable of building strong relationships, influencing stakeholders, supporting colleagues, and leading in an approachable, trusted way.
- Experience delivering customer focused services and resolving complaints effectively, with a commitment to doing the right thing for customers.
- Demonstrated ability to drive continuous improvement by reviewing processes, identifying weaknesses and implementing practical, sustainable solutions.
- Ability to manage multiple tasks, remain calm under pressure and maintain high service standards.
- Strong IT capability, particularly with Microsoft Office (including Excel), and confidence working across multiple systems.
- A commitment to personal development, adaptability to change and alignment with Yorkshire Housing's values.

- A good understanding of Equality, Diversity & Inclusion and how it shapes customer experience, service delivery and team culture.
- Flexibility to work under Hub, Home & Roam principles, including occasional out of hours work and emergency response.
- A full UK driving licence and access to a car.
- CCN1
- CENWAT
- CKR1
- HTR1
- Experience with renewable technologies is desirable but not essential.
- Commercial gas qualifications are desirable but not essential.

Technical, Operational and Commercial Responsibilities:

- Support the development and delivery of operational plans, ensuring a safe, efficient, customer focused and cost-effective Gas and Mechanical Services.
- Monitor financial performance, identifying strengths, addressing under-performance and ensuring value for money.
- Analyse operational issues, recommend improvements, implement changes and track their effectiveness.
- Ensure specifications, materials and installation practices comply with regulations and support long term asset sustainability, lifecycle value and operational efficiency.
- Ensure specification decisions are approved, communicated clearly and applied consistently to support standardisation, stock efficiency and cost control.
- Work collaboratively with Electrical Team Leaders, budget holders and others to plan resources and manage peaks and troughs in service demand.
- Lead or support subcontractor procurement and management, ensuring robust technical, operational and commercial oversight throughout the contract lifecycle.
- Oversee the planning and delivery of repair and maintenance schemes, including budgeting, preventative maintenance, and long-term asset strategies.
- Contribute to the design, implementation and management of Gas Systems across all Yorkshire Housing properties, domestic and commercial.
- Conduct site visits, inspections and audits to ensure work meets required standards, resolving issues promptly and supporting Team Leaders with practical solutions.
- Ensure full compliance with legislation, technical standards and Health & Safety requirements, maintaining accurate records and ensuring responsibilities are clearly understood.
- Identify Health & Safety and regulatory training needs, ensuring training is planned, completed and recorded.
- Keep up to date with emerging technologies, industry developments and best practice in gas and mechanical services.
- Support the Gas and Mechanical Manager with technical updates, briefings, toolbox talks and training sessions.
- Apply commercial awareness when planning and delivering installation, servicing and maintenance activities.
- Support the wider Homes directorate where required.

- Be available outside normal working hours to provide advice or attend site in emergencies.
- Undertake any other duties that align with the purpose and level of the role.

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.

