**Yorkshire Housing Role Profile **

|  |  |  |  |
| --- | --- | --- | --- |
| **Job title:** | Empty Homes Team Leader | **Leader of others:** | Yes |
| **Reports to:** | Empty Homes Manager | **Contract type:** | Agile |
| **Business area:** | Repairs and Maintenance | **Car allowance:** | Yes |
| **Budget holder:** | No | **DBS required:** | Basic |

|  |
| --- |
| **Job purpose** |
| You’ll proactively lead and motivate a team of Empty Homes Operatives, quickly identifying and allocating works and adequate resources to ensure Yorkshire Housing empty homes are ready to let to agreed standards and costs.You’ll motivate your team to take pride in the service they provide, do the right thing, not the easy thing, and always put the customer at the heart of what they do. You’ll create a culture of inclusion and continuous development.You’ll take ownership of customer complaints and operational issues to ensure the service is delivered efficiently and key targets are met.  |

|  |
| --- |
| **Key responsibilities** |
| * You’ll provide day-to-day people management for your team. This involves being a key trusted contact for all queries, ensuring your team feel supported, valued and listened to and cascading important communications to keep your team in the loop with business news.
* You’ll undertake and/or be responsible for the empty home inspection against our Lettable Standard if required, and identify works needed.
* You’ll be responsible for the management and allocation of work to Empty Homes Operatives, ensuring work is planned efficiently, within budget and workloads are manageable. You’ll provide the point of escalation, signing-off additional work as and when required.
* You’ll proactively identify performance concerns and put the right steps in place to positively manage these issues, escalating to Empty Homes Manager if required.
* You’ll work with Resource Planning and other relevant teams to ensure operational challenges and barriers are communicated and adequate solutions are put in place to meet targets and customer expectations.
* You’ll ensure all empty homes are in line with our Lettable Standard by conducting quality checks and ensure the team meet key performance indicators.
* You’ll provide technical guidance to your Operatives and manage a Tech Coach to improve standards, identifying opportunities for coaching and/or upskilling to ensure the right skills are contained within your team to deliver a service to be proud of.
* You’ll manage the performance of sub-contractors and other resources on a day-to-day basis, and ensure a service is delivered commercially and in keeping with our standards.
* You’ll proactively deal with complaints ensuring satisfactory outcomes for our customers and taking ownership and work with other teams across the business to ensure customer satisfaction. You’ll ensure work and your teams work are undertaken safely and in compliance with internal and external compliance requirements.
* You’ll ensure data and reporting is accurate and provided in a timely manner.
* You must have the ability to work outside normal office hours on an occasional basis and a willingness to respond to occasional out of hours emergency calls.

**The above list of duties is neither exhaustive nor exclusive. The post holder is expected to undertake duties commensurate with the responsibility level of this post as directed** |

|  |
| --- |
| **What you’ll bring to the role** |
| **The main things:** |
| * You’ll have pervious significant experience in repairs/voids and coaching colleagues to meet operational targets/ standards. Ideally within Social Housing.
* You’re aware of what it takes to deliver a service to the agreed cost, time scales and standards. You can identify performance issues and gaps in quality quickly.
* You have an understanding of budgets and previous experience managing sub contractors.
* Quality of service and delighting the customer are your motivators - you’re passionate about delivering a fantastic service that will enable Yorkshire Housing customers to live in a house they’re proud to call home.
* You’re target-driven and work well under pressure
* You have an eye for detail, and can maintain this when working to strict deadlines.
* You have excellent planning and organizational skills, and are able to respond and react as priorities change.
* You’re a real people person, and a great communicator. You’re able to empathise with others and provide 1-2-1 support for those that need it and influence others outside of your team.
* You’re passionate about developing people, and are always looking to push people to the next level and enhance their skills.
* You'll have knowledge of health and safety practices and ensuring how colleagues can work safely.
* You must have the ability to work outside normal office hours on an occasional basis and a willingness to respond to occasional out of hours emergency calls
* Have a valid UK Driving License and access to a car.
 |
| **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:** | April 2025 |