



**Yorkshire
Housing**

Technical and Compliance Officer

July 2025



Key information about the role



Technical and Compliance Officer

 **Business area:**
Places & Customer Engagement

 **Reports to:**
Communities Team

 **Leader of others:**
No

 **Contract type:**
Agile

 **Budget holder:**
No

 **Car Allowance:**
Yes

 **DBS check required:**
Yes

About the role

Role purpose

Yorkshire Housing is transforming the way we provide services to our customers. As part of this role, you'll enjoy supporting our diverse customers from all communities, including vulnerable customers.

You'll take full responsibility in overseeing residential projects at domestic properties. Typical works include project management of adaptations ranging from wet rooms to extensions.

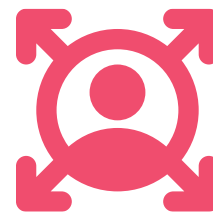
You'll be responsible for the compliance of specialist equipment, ensuring all servicing and maintenance is completed on time and all records are kept up to date.

We are proud to hold accreditation for our adaptations service and as our technical & compliance colleague you will take the lead on renewing that accreditation.

Listening is key to building trust and confidence on the customer's journey. You'll enjoy making an impact on customers' lives and supporting customers with their questions and concerns.

You will be the face of Yorkshire Housing to a lot of our external stakeholders. Stakeholder management is key to the role as you will be representing Yorkshire Housing with local authorities and the Home Improvements Team with other internal teams.

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:

- To consult with customers in a non-jargon, friendly way, regarding adaptations to their homes and prepare schedules of work/drawings/specifications as required, considering their individual resources, needs and wishes and financial, legal, environmental/sustainability, building regulation and restoration matters.
- To obtain and evaluate quotes for work, with a focus on value and advise the customer so that they may choose appropriate solutions to their adaptation needs.
- To monitor the work of contractors through to completion, ensure that work is carried out to a high standard and that any defects are rectified to the customers' satisfaction.
- Take ownership for stakeholder management with Local Authority surveyors, building inspectors, occupational therapists, independent surveyors, builders, tradespeople and establish good working relationships.
- Survey a site, produce plans, specify works for third party contractors and know the planning system well enough to get applications unsupervised through planning permission stages and to achieve building regulations approval.
- Work with colleagues to manage internal and external stakeholders in relation to delivering an Adaptations Service. Be a known specialist within YH and provide expert advice to internal stakeholders.
- Ensure correct forms/procedures are followed and timely and accurate reporting is provided for the relevant referrer.
- Develop realistic and credible project plans with defined resources, work packages and deliverables, paying particular attention to risks, dependencies and benefits.
- Proactively progress projects, unsupervised to successful conclusion, taking full ownership of timescales and keeping customers and stakeholders updated.
- Carry out final completion inspections and ensure works have been completed in accordance with plans and technical specifications. Deal with any snagging items and ensure that these are resolved satisfactorily by contractors.

- Take ownership and proactively deal with and de-escalate complaints.
- Manage the budget and resources allocated to the project, ensuring value for money.
- Ensure statutory and legal duties are met at all times, including compliance, Health and Safety procedures and Safeguarding procedures.
- Take the lead on Yorkshire Housing's adaptation accreditation requirements.
- Ensure quality reviews occur to help embed a continuous improvement culture, providing advice and coaching as and when required.



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:

- Technical competency, with Relevant building qualification to HNC/HND level or part professional level (e.g., RICS, ICW, IMBM, CIEH, BIAT)
- Experience in disability adaptation works.
- Experience with working on a wide range of technical projects such as wet rooms, extensions and other Disability Fund Grant works, usually up to a value of £100,000. This includes submitting and dealing with planning process and building regulations.
- Experience in the diagnosis of building faults and disrepair.
- Experience of site supervision of repair & adaptation works, including adaptation equipment compliance.
- Ability to work with a range of building trades at all levels to deliver project progression and deal with risks and issues.
- Be a team player and problem solver with the ability to offer constructive advice.
- Attention to detail to ensure correct procedures and reporting are followed and are accurate.
- Strong communicator with the ability to influence a variety of audiences in a variety of mediums.
- Appetite for change and enthusiasm whilst maintaining necessary project controls and best practice
- Strong planning and organisational skills with attention to detail and ability to multi-task and prioritise project activities and meet deadlines.

- Strong IT and data management skills, with the ability to work accurately with compliance databases
- Previous experience in supplier contract & relationship management
- 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 & Inclusivity and how this is applied through our service to customers and colleagues.
- Full and valid UK Driving license so you can work flexibly, including travelling across Yorkshire.

It would be a bonus if you have:

- Experience and knowledge of Local Authority grant systems.
- Previous experience with CADIt.

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.

