Yorkshire Housing

Environmental Services Team Leader

April 2026



Key information about the role

Environmental Services Team Leader

Business area:
Places and Customer Engagement

Reports to: Environmental and Estate Services Manager

Leader of others:
Yes

Contract type:
Agile

Budget holder:
No

Car Allowance:
Yes

DBS check required:
No

About the role

Role purpose

You'll be leading a team of Environmental Service ops, providing the delivery of a Grounds Maintenance service for our customers alongside a team of Landscape Upgrade ops, who are tasked with improving the communal areas at our schemes. You will motivate your team to take pride in the service they provide, ensuring quality and safety is paramount and always putting the customer at the heart of what you do.

You'll work proactively with Resource Planners and other colleagues and take ownership of the operational delivery of the service, for both our in-house service delivery and contractor provided delivery. A key part of this role is creating a culture where all Grounds Maintenance issues are effectively managed, escalated proactively and correctly, and concerns raised by customers are dealt with in an empathetic, customer focused and inclusive way.

You'll create a culture of inclusion and continuous development within the team, identifying skill gaps and proactively managing resources to meet service demand. You'll take the lead on producing data and provide up to date and accurate reports on Grounds Maintenance performance to senior teams and directors, taking ownership of related KPIs.

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:

- Provide day-to-day people leadership: be a trusted point of contact, support and coach colleagues, and cascade key business updates.
- Lead the operational delivery of Grounds Maintenance (in-house and contractor delivery), ensuring quality, safety, and a strong customer focus.
- Plan and manage workload and resources with Resource Planning and other teams to meet appointments, inspections, targets, timescales and standards; escalate barriers and drive solutions.
- Proactively manage performance and conduct: identify concerns early, hold and record effective conversations, and challenge where required.
- Ensure the right technical skills are applied to each job, providing guidance and identifying coaching/upskilling needs to close skill gaps.
- Manage specialist sub-contractors and other resources day-to-day, ensuring delivery is commercial and aligned to agreed standards.
- Maintain awareness of biodiversity net gain and its relevance to Grounds Maintenance within new build developments.
- Ensure all work is undertaken safely and in compliance with internal policies and external requirements.
- Take ownership of customer complaints and resolutions, working across teams to achieve positive outcomes and high customer satisfaction.
- Own accurate, timely data capture and reporting, including performance updates and KPI reporting for relevant colleagues and senior leaders.
- Attend site as required to complete tasks, undertake inspections, and provide in-the-moment coaching and support.
- 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

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:

- You'll have previous experience and knowledge in Grounds Maintenance service provision (ideally in a social housing or estate-based environment), with a clear understanding of what "good" looks like on site. You may also hold a recognised qualification in horticulture and/or landscape maintenance, bringing practical expertise to support the team and set standards.
- You'll have a strong understanding of industry standards, relevant legislation and best practice for delivering a Grounds Maintenance service, and you'll know how to apply this day-to-day (not just reference it). This will include, but is not limited to, HAVS, PUWER and LOLER, ensuring the right controls, checks, and ways of working are in place.
- You're aware of what it takes to deliver a service to strict timescales and standards, balancing customer need, seasonal demand and operational constraints. You can quickly spot performance issues or quality gaps, investigate root causes (people, process, materials, contractor performance), and take practical action to put things back on track.
- You have a good understanding of cost control and budget awareness, alongside experience managing sub-contractors and specialist suppliers. You'll be confident setting expectations, monitoring quality, addressing poor performance early, and ensuring work is delivered in line with specification, value for money, and customer outcomes.
- You will be confident using data and reporting tools to capture performance, track trends and evidence outcomes (e.g., productivity, quality, customer contacts, and KPI delivery). You can turn information into clear updates for senior management, explaining what's working, what's not, and what you're doing to improve it.
- You'll have excellent knowledge of health and safety practices and compliance, and you'll role-model safe behaviours on site. You'll be confident completing and reviewing risk assessments, ensuring equipment is used correctly, and challenging unsafe practice to protect colleagues, customers and contractors.
- Good planning and organisational skills, able to prioritise competing demands and respond quickly when things change (weather events, access issues, urgent customer concerns, or resourcing gaps). You'll work closely with Resource Planning to keep the service running smoothly and ensure the team's resources meet demand.

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.

