



**Yorkshire  
Housing**

# Resource Planner (Mechanical and Electrical)


March 2026



# Key information about the role




## Resource Planner (Mechanical and Electrical)

 **Reports to:**  
Senior Resource Coordinator  
(Mechanical and Electrical)

 **Leader of others:**  
No

 **Business area:**  
Homes

 **Contract type:**  
Agile Homeworking

 **Budget holder:**  
No

 **DBS check required:**  
No

## About the role

### Role purpose

You'll play a pivotal role in ensuring both compliance and operational efficiency across our Mechanical and Electrical services. By combining compliance tracking with dynamic resource planning, you'll help keep our customers safe and satisfied.

You'll ensure that all planned works are scheduled and completed on time to maintain compliance, while also supporting the scheduling of responsive repairs related to Mechanical & Electrical works.

You'll ensure resources and timelines are co-ordinated to deliver a seamless customer experience.

# 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:

- Initiate and track all Mechanical and Electrical compliance checks in line with regulatory schedules.
- Maintain accurate records of compliance activities, including follow-up works, no-access cases, and audit trails.
- Monitor systems including outlook and salesforce inboxes, triage tasks, and ensure timely resolution or escalation.
- Co-ordinate works in alignment with internal processes ensuring KPIs are met whilst tracking jobs for any potential breaches of process.
- Support evidence pack creation for legal or audit purposes, ensuring documentation is accurate and accessible.
- Adapt to evolving legislation and business needs by incorporating new compliance triggers whilst co-ordinating and scheduling mechanical & electrical works at all stages of process.
- Plan and schedule responsive repairs, co-ordinating any related compliance checks, ensuring operatives are fully utilized and appointments are optimized.
- Manage real-time changes to schedules due to emergencies, cancellations, or unforeseen events.
- Coordinate with subcontractors and other stakeholders to deliver both routine and planned ad hoc work ensuring all certification and relevant information is provided with the support of your Senior Planning Lead.
- Maintain planning trackers and scheduling systems with up-to-date, accurate information.
- Act as a key point of contact for customers, operatives, and internal teams regarding appointments and compliance checks and providing certification where required.
- Make outbound calls to confirm appointments and handle inbound queries or rescheduling requests.
- Collaborate with team leaders and service managers to align planning with operational goals and KPIs.
- Identify inefficiencies in compliance or scheduling processes and suggest improvements.
- Ensure adherence to procedures, escalating risks or deviations promptly.
- Support training and onboarding of new team members in compliance and planning systems.
- Contribute to a culture of learning, sharing best practices and lessons learned across teams.



*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?

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## The main things:

- Experience in compliance administration or resource planning (ideally both).
- Strong Microsoft Office skills, especially Excel.
- Excellent attention to detail and ability to manage multiple priorities.
- Strong communication and interpersonal skills.
- Ability to follow procedures and escalate risks appropriately.
- Customer-focused mindset with a passion for service excellence.
- Understanding of geographical logistics and scheduling efficiency.

## It would be a bonus if you have:

- Social housing experience
- Experience with using Salesforce, SVS, Servicesoft, Orchard

# 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.

