



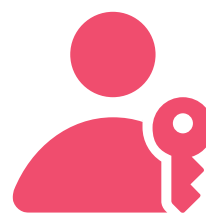
**Yorkshire
Housing**

Chief Transformation Officer

September 2026



Key information about the role



Chief Transformation Officer



Business area:

Executive Team



Reports to:

Chief Executive



Leader of others:

Yes



Contract type:

Agile Homeworking



Budget holder:

Yes



Car Allowance:

Yes



DBS check required:

Yes



About the role

Role purpose

The Chief Transformation Officer (CTO) is accountable for Yorkshire Housing's transformation, technology, data, AI and culture portfolio, helping the organisation move from investment and implementation into impact. The role will make sure the foundations already in place translate into better services, stronger decisions and improved outcomes for customers and colleagues.

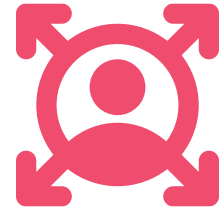
This is not about pressing the factory reset button. But there is still a lot more to put in place and deliver.

The role will focus on building on the technology, data, process and organisational foundations already in place, connecting them properly and making sure previous transformation investment delivers lasting value. All of this is alongside a cultural shift in the mindset of how our 1,000 hugely talented colleagues think and work.

As a member of the Executive Team, the CTO will lead Yorkshire Housing's transformation roadmap and oversee the organisation's technology and data strategies, joining the dots between technology, data, process, people and culture so transformation becomes part of how we work every day.

The role needs a collaborative leader who can ask good questions, listen well, challenge constructively and bring people with them. They will create clarity, make good decisions in complexity and help Yorkshire Housing move at pace without leaving colleagues behind.

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:

Lead the next phase of transformation

- Lead the next phase of Yorkshire Housing's transformation, building on the foundations and investment already in place and developing the plan that will transform Yorkshire Housing's operating model of being a pre-emptive business.
- Ownership of, and being accountable for shaping the organisations strategic transformation plan across tech, data, people, process, culture.
- Move the organisation from investment and implementation into impact, making sure previous transformation activity translates into better services, stronger decisions and improved outcomes.
- Join up priorities, dependencies and decisions across technology, data, people, process and culture, creating one coherent approach to transformation with clear expectations for pace, delivery and accountability.
- Responsibility for the significant budget and benefits delivery
- Balancing the pace of an ambitious organisation whilst also effectively managing the risks.

Provide transformation assurance and realise investment value

- Provide executive oversight and assurance across the transformation portfolio, keeping activity aligned to strategic priorities.
- Maintain a clear view of outcomes, costs, risks, dependencies, benefits and delivery confidence, strengthening decisions where required.
- Ensure Yorkshire Housing realises practical and lasting value from its investment in Salesforce, Workday and wider transformation activity.
- Give the Executive Team and Board clear, evidence-based assurance on delivery, technical choices and benefits realisation.

Lead enterprise, technology and data architecture

- Set and deliver Yorkshire Housing's enterprise architecture and technology and data strategies, aligned to the Target Operating Model and transformation roadmap.
- Ensure future operating models, systems and platforms are integrated, secure, scalable and sustainable across people, process, technology and data.
- Lead key architecture, platform, migration and integration decisions so Salesforce, Workday and other systems operate as a joined-up ecosystem.
- Set direction and assurance for technology investment, security, resilience, governance and ownership.

Transform data, insight and pre-emptive services

- Lead the development of the integrated Data Lakehouse and command-centre capability, bringing together data from across Yorkshire Housing.
- Use insight, AI, automation and emerging technologies to strengthen regulatory compliance, decision-making and operational efficiency.
- Lead Yorkshire Housing's adoption of Artificial Intelligence and automation, ensuring AI is deployed safely, ethically and at scale to improve customer outcomes, colleague productivity, operational performance and strategic decision-making.
- Enable teams to identify needs earlier, target activity more effectively and deliver more pre-emptive services for customers and colleagues.
- Strengthen data quality, integration, governance, ownership and organisational data capability.

Embed capability and new ways of working

- Ensure new systems, processes and ways of working are adopted, embedded and sustained, so transformation becomes part of how Yorkshire Housing works every day.
- Build the operating model, skills and support capability needed to maintain secure and resilient legacy infrastructure during the transition.
- Develop the capability to run business-critical cloud and SaaS platforms effectively over the longer term.
- Build organisational capability in AI literacy and adoption.
- Create a culture where colleagues effectively use AI tools to enhance productivity and decision-making.
- Promote experimentation and innovation while maintaining appropriate governance and control.
- Work with leaders, colleagues and subject-matter experts to embed the cultural and behavioural change needed alongside new systems and processes, making change stick in practice.

Provide executive leadership and external representation

- Bring technology, data and digital expertise to the Executive Team, translating complexity into clear choices, practical outcomes and better ways of working.
- Ask good questions, listen well, challenge constructively and share collective accountability for Yorkshire Housing's strategy, culture, performance, governance and risk.

- Build effective relationships with the Board, regulators, partners, sector bodies and internal subject-matter experts.
- Champion accountability, innovation, continuous improvement and a strong focus on customer outcomes, helping shape Yorkshire Housing's long-term strategy and success.
- Aligning organisational culture with the future operating model
- Leadership of a multidisciplined and dispersed team



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?



This is a role for someone who enjoys joining the dots, making change stick and turning big ambitions into practical impact.

The main things:

- Significant senior or executive-level experience leading technology-enabled transformation, change, organisation design, insight or a combination of these areas.
- Expertise in turning complex transformation into practical, achievable outcomes that improve services and ways of working.
- Strong understanding of how technology, data and integration enable organisation-wide change, recognising they are enablers rather than solutions in isolation.
- Experience governing and assuring large-scale transformation programmes.
- Ability to challenge constructively and influence at Board and executive level.
- A strong communicator. able to translate complex and detailed plans into compelling, relatable stories that inspire and motivate
- An understanding that transformation is delivered with people, not done to them, and that lasting change depends on culture, behaviour, adoption and practical ways of working.
- Ability to create clarity, make good decisions in complexity and help people move at pace without leaving colleagues behind.
- Ability to translate complex change into practical, achievable outcomes.
- 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 and Inclusivity and how this is applied through our service to customers and colleagues.

It would be a bonus if you have:

- Experience of Salesforce, Workday or comparable enterprise platforms.
- Regulated-sector experience, although this is not essential.

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.

