**Yorkshire Housing Role Profile**

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| **Job title:** | New Customer Manager | **Leader of others:** | Yes |
| **Reports to:** | Senior New Customer Manager | **Contract type:** | Agile-Homeworking |
| **Business Area** | Customer Experience | **Budget holder?** | No |

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| **Job purpose** |
| We know what an exciting time it is for customers getting the keys for their new home and we want to make that as seamless as possible for them whilst supporting customers who are leaving at the same time. We can do that by ensuring we provide the right information, support and guidance at the right time. As a new customer manager, you will be part of the lettings service management team and lead operational teams to provide a customer obsessed, high performing service across all tenures and rented products for a diverse range of customers. |

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| **Key responsibilities** |
| * Develop and lead a high performing team to deliver a customer obsessed service within YH new customer and end of tenancy teams.
* Provide effective leadership and communicate a clear vision of expectations, targets and behaviours in line with the YH values throughout your team.
* Continuously improve the ways or working in the lettings team to ensure we are adapting to customer needs and driving performance at every opportunity.
* Develop and maintain collaborative was of working across internal teams, stakeholder's and external partners
* Undertake regular 121’s with colleagues to monitor and improve individual and team performance whilst identifying training needs and implementing development plans for team members.
* Supports a learning culture
* Develop and improve New Customer and End of Tenancy processes, procedures including the way we use social media platforms to allocate / promote our homes ensuring the right people are offered the right home at the right time.
* Manage and review the sign-up process to ensure tenancy and rent accuracy ensuring customers are provided with and we obtain, the right information at the right time, including pre tenancy checks, support and guidance.
* Be an expert in the team’s work and a key point of contact for the wider. business on day-to-day operational matters.
* Ensure through performance reporting and auditing that we are compliant with regulatory requirements, service level agreements, CBL/nominations agreements and policies and procedures.
* Ensuring improvement plans are in place and effective where necessary and all risks are managed and in budget.
* Use community insight to feed into new development opportunities • Work with development team to plan for future business demand.
* Carry out other duties that may reasonably fall within scope
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| **What you’ll bring to the role** |
| **The main things:** |
| * Excellent leadership skills with ability to motivate colleagues using a high support high challenge approach.
* Customer obsessed with a drive and determination to provide an excellent customer service as well as achieving high levels of performance.
* Ability to motivate, coach and develop colleagues to be the best they can be.
* IT and social media savvy.
* Ability to work on own initiative, be adaptable and flexible with good organisational and time management skills to manage competing demands and deadlines.
* Excellent numeracy, literacy and communication skills.
* A proactive, enthusiastic and driven approach to work and achieving targets.
* Knowledge and/or experience of lettings within Social Housing and/or Commercial Sector
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| **It would be a bonus if you have:** |
| * Have an understanding of the White Paper and what it means to Yorkshire Housing.
* Completed a management and leadership course or be willing to work towards a qualification
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| **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.  |