



# Community Housing Coordinator

Leeds and Doncaster

£35,422 per annum (including car allowance)

Full Time (35 Hours)

Permanent

Closing Date: Sunday 15 February 2026



## **Join our mission to provide exceptional services**

### **Community Housing Coordinator**

#### **Leeds and Doncaster**

**£34,347 plus £1,095 essential car user allowance per annum**

**Permanent contract**

**Full time position, 35 hours per week**

Picture this: it's 1919, the aftermath of the First World War, and railway workers are returning home, seeking shelter and solace. Born out of the noble Homes for Heroes campaign, the North Eastern Railway Cottage Homes and Benefit Fund sprang to life with an initial donation of £10,000 and the enthusiastic weekly contributions from 7,000 dedicated railway workers. But that's not all – the North Eastern Railway matched members' contributions and provided invaluable free services like accountancy, architecture, and surveying. The result? The first homes for railway heroes emerged in 1921, dotting the landscape of South Gosforth, York and Darlington.

Fast forward through the years, and Railway Housing Association has evolved into an organisation that's rightly proud of its history. Registered with the Charity Commission in 1962 and as a housing association in 1976, we now proudly own and manage 1,620 homes across 20 local authority areas. Our footprint echoes the historic routes of the North Eastern Railway, stretching from Northumberland, Newcastle, Gateshead, County Durham, Darlington, York, Hull, East Riding, Doncaster, Leeds to Hereford, touching the lives of countless individuals and families along the way. While it's true that today's residents don't need to be railway workers, our heritage remains a vital part of our identity. We take immense pride in our history and the profound impact of providing high quality, affordable housing to all who call our properties home.

We're looking for an enthusiastic team player to join Team Railway to deliver an exceptional, high performing, resident-focussed housing and community safety service across our communities. This includes welcoming new residents, letting homes quickly, ensuring that rent is paid, supporting and signposting residents, sustaining tenancies and supporting a culture that encourages and acts upon feedback. You'll be the highly visible point of contact for our residents in their community and take ownership for delivering an exceptionally positive first and lasting impression. You'll also support the Association's approach to health and safety, ensuring that issues are identified, acted upon and systems are tested to ensure residents and colleagues are safe.

You'll be working in our communities predominately in Leeds and Doncaster, and be working with us 35 hours a week, being flexible around our residents.

If you're interested in joining our team and our mission to deliver exceptional services to residents, please send in your CV and a covering letter letting us know why you're interested in joining us to [recruitment@railwayha.co.uk](mailto:recruitment@railwayha.co.uk) by Sunday 15 February 2026. If you'd like to have a chat about the role in advance, please email us at [recruitment@railwayha.co.uk](mailto:recruitment@railwayha.co.uk) and we'll arrange a chat with one of our team.

We're excited to hear from you.

## Role Description



**Role Title:** Community Housing Coordinator

**Responsible to:** Community Housing Manager

**Responsible for:** No line management responsibilities

### About Railway

Picture this: it's 1919, the aftermath of the First World War, and railway workers are returning home, seeking shelter and solace. Born out of the noble Homes for Heroes campaign, the North Eastern Railway Cottage Homes and Benefit Fund sprang to life with an initial donation of £10,000 and the enthusiastic weekly contributions from 7,000 dedicated railway workers. But that's not all – the North Eastern Railway matched members' contributions and provided invaluable free services like accountancy, architecture, and surveying. The result? The first homes for railway heroes emerged in 1921, dotting the landscape of South Gosforth, York and Darlington.

Fast forward through the years, and Railway Housing Association has evolved into an organisation that's rightly proud of its history and excited by its future. Registered with the Charity Commission in 1962 and as a housing association in 1976, we now proudly own and manage over 1,600 homes across 20 local authority areas. Our footprint echoes the historic routes of the North Eastern Railway, stretching from Northumberland, Newcastle, Gateshead, County Durham, Darlington, York, Hull, East Riding, Doncaster, Leeds to Hereford, touching the lives of countless individuals and families along the way. Whilst it's true that today's residents don't need to be railway workers, our heritage remains a vital part of our identity. We take immense pride in our history and the profound impact of providing high quality, affordable housing to all who call our properties home.

### Role Summary

To deliver an exceptional, high performing resident-focussed housing and community safety service across our communities. This includes welcoming new residents, letting homes quickly, ensuring that rent is paid, supporting and signposting residents, sustaining tenancies and supporting a culture that encourages and acts upon feedback. To be the highly visible point of contact for our residents in their community and to take ownership for delivering an exceptionally positive first and lasting impression. To support the Association's approach to health and safety, ensuring that issues are identified, acted upon and systems are tested to ensure resident and colleague safety.

### Key Responsibilities and Accountabilities

#### *Strategy and Policy*

- Support the design, implementation and review of strategies, policies and procedures relevant to the Community Housing Service and wider resident experience

- To take a lead on small scale service improvement projects as directed by the Community Housing Manager

#### *Tenancy Sustainability*

- To identify and take ownership for interventions to support residents to sustain their tenancy
- Work with a range of local partners and pathways to facilitate support for mental health, hoarding, debt, domestic abuse, memory loss, employability and other vulnerability issues
- To proactively identify safeguarding concerns and issues, ensuring that local procedures are followed to keep residents safe

#### *Income Collection*

- Proactively engage with residents to maximise income collection, including rent, service charges and sundry costs to
- Ensure that tenancies start positively by ensuring a tenancy is affordable, supporting residents to complete Housing Benefit and Universal Credit claims and signposting for wider money-related support
- Carry out comprehensive income and expenditure reviews to resolve housing related debt quickly

#### *Lettings and Voids*

- To let homes quickly, ensuring that allocations and lettings policies are applied effectively, applicants are identified and appropriate checks are carried out
- Wherever possible, inspect homes in advance of the outgoing resident leaving to ensure tenancy conditions are maintained, recharges and debt agreements are in place and Property Team receive advance notification to plan works
- Develop and maintain effective working relationships with local authorities to ensure that lettings comply with nominations arrangements
- Take responsibility for ensuring that CORE returns, tenancy agreements and documentation are accurate, timely and appropriately processed

#### *Anti-Social Behaviour and Community Safety*

- To respond to, investigate and tackle reports of anti-social behaviour in line with the Association's approach, local arrangements and resident vulnerabilities and wishes
- Develop and maintain relationships with key local stakeholders to ensure that the Association contributes to the wider neighbourhood and problems are resolved quickly and effectively
- To take a zero tolerance approach to hate crime, escalating issues quickly to keep residents safe

#### *Leasehold*

- To deliver an exceptional experience to leaseholders and shared owners, acting as the key point of contact, supporting consultation and Section 20 consultation for major works
- Support the Community Housing Manager with re-sales and other leasehold management responsibilities as required

#### *Planned Maintenance and Improvement Works*

- To support the Property Team in the planning, preparation, consultation, delivery and communication with residents in relation to planned maintenance programmes
- Working with the Property Team, to support residents to prepare for planned maintenance, taking account of vulnerabilities and support needs

#### *Health and Safety*

- Support a culture of health and safety throughout the Community Housing Service, ensuring that feedback and concerns are actively encouraged and acted upon
- Take responsibility and ownership for following policies, procedures, systems, devices and practices to ensure your safety and the safety of colleagues and residents
- Take responsibility for ensuring that there is an effective and robust regime in place for fire alarm testing, health and safety inspections and evacuation plans for buildings and schemes in your community

#### *Finance, Risk and Performance Management*

- Support a culture of value for money, including working collaboratively across the organisation to deliver value for residents
- Responsibility for achieving key performance and satisfaction targets
- Proactively identify, manage and mitigate risk

## **The must haves:**

### *Skills and Abilities*

- A strong resident focus, delivering services that encourage resident loyalty
- Ability to engage, influence and negotiate with colleagues, residents and stakeholders
- Ability to interpret, analyse, prepare and present performance information and complex data
- Ability to manage risk within an agreed appetite framework
- A capacity to deliver behaviours and culturally aligned results to tight deadlines and under pressure
- Ability to make sound judgements and protect the brand and reputation of Railway Housing Association

### *Personal Attributes*

- Be a role model of the Association's values, behaviours and culture
- Act ethically, with integrity and honesty
- Be transparent, open and welcome of challenge and feedback
- Champion innovation, technology and efficiency
- Be resilient and work under pressure
- Champion the resident experience, putting residents at the heart of decision making
- A commitment to equality, diversity and inclusion

### *Experience and Knowledge*

- Experience of the delivery of high performing, excellent customer service and experiences
- An understanding of the regulatory requirements, legislation and operating environment of the social housing sector
- A track record of strong performance management
- Programme and project management experience to deliver small-scale project and service improvements
- Experience of using customer/client feedback in the delivery of services