

The future of work

at Yorkshire Housing



Hub



Home



Roam

We are improving our customer offer to provide services that fit around our customers.

1

Providing customers with the flexibility of more integrated 'self-serve' options.

2

Providing a more flexible & increasingly personalised service offer for our customers means we can also offer a new working offer for colleagues.

3

Improved data, coupled with increased analytics and automation, supports our move from a reactive to a proactive service model, delivering a great customer experience.

Our working offer is a blended approach which embraces the three principles of hub, home and roam.

Hub

This is not an office but a network of spaces where people come together for a purpose.

Hubs are well-designed, high-tech, flexible spaces to collaborate, share ideas, receive training and socialise.

These hubs support a blended, balanced approach to working between home, roam, YH space and other shared space.



Home

Through the right technology and our digital workspace, we will support colleagues to work and communicate remotely.

The ability to work from home is not only more cost effective for colleagues, but offers flexibility to shape a better work-life blend.



Roam

Our agile workforce within our communities will revolutionise how we deliver services to our customers.

Through technology, and by offering our colleagues more flexibility, we will be able to meet the needs of our customers at a time that suits them. This will significantly improve the overall customer experience



Work is something we do, not somewhere we go.

1

We are moving away from the term 'office' and the 9-5 working day.

2

We will be flexible, innovative and collaborative.

3

We will empower our colleagues to decide the best way to deliver their role to meet our customer's needs.

4

With digital technology at our heart we can work at anytime, anyplace and anywhere.