

<b>Job Title:</b> Void and Pre-void Handy Person	<b>Role Profile Number:</b> OPN95
<b>Grade:</b> L	<b>Date Prepared:</b> October 2020
<b>Directorate/Group:</b> Housing	<b>Reporting to:</b> Voids Supervisor
<b>Structure Chart attached:</b>	No

**Job Purpose**

Responsible for providing support to the Void Supervisor and Void and Prevoid in house team of trade operatives. Working in line with Swindon Borough Council’s current re-let standards policy to ensure empty homes are turned around in an effective and efficient manner. Attending tenanted homes under termination notice to inspect and carry our minor repairs in the pre-void period to ensure an efficient turnaround of properties to minimize rental loss.

**Key Accountabilities:**

1. Inspect pre-void homes to identify minor repairs required and liaise with tenant accordingly
2. Carry out a variety of minor repairs as defined in job orders
3. You will also be able to identify additional problems/faults and carry out appropriate measures to correct them immediately.
4. Inspect, repair & maintain all types of carpentry works & build new works from start to finish.
5. Good understanding in all types of glazing
6. Good understanding in concreting works e.g. paths / ramps.
7. Good understanding in groundworks
8. Good understanding in fitting all PVCu works
9. Fitting & repair for bathrooms & kitchens
10. Painting & decorating to a good standard
11. Maintain all appropriate tools to a high standard
12. In addition to carrying out minor repairs, you will be required to fit key safes to empty properties and provide assistance with cleaning of the properties as required
13. Competent in the use of data recording
14. Ensure that property is left clean & tidy, removing all rubbish & arrange with supervisor for collection
15. A good level of fitness is required as you will also assist with the clearance of belongings and waste from empty homes and disposal at the local recycling centre.

16. Good time management will play a key part in this role, as you will work closely with the Voids Supervisor and undertake various tasks to support them
17. To complete all work allocated or appointed by target date/time & priority
18. To complete work to all appropriate standards i.e. approved codes of practices for the building industries, also current building regulations & schedule of rates.
19. To maintain the highest level in customer care & in line with service standards
20. To have completed all required paperwork or electronic recording of test, time & material used, complying with SBC working arrangements
21. The role will include assisting with vehicle and tool audits, collection and delivery of materials to various sites across the Borough and staff transportation when required
22. To order the appropriate spares from internal & external suppliers
23. To have fully complied with SBC's policy regarding transportation
24. To maintain the required qualifications for delivering the service as part of continuous professional development.
25. Participate in the training of apprentices & other trainees, reporting findings to supervisor

### **Supplementary Accountabilities**

- To participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development
- To carry out all essential e learning and attend any necessary training as directed by the Council.
- To adhere to lone working and health and safety requirements.
- To promote equality and diversity best practices in all areas of work
- Ensure that any identified personal training needs are discussed with the immediate supervisor/Manager including being appraised in accordance with the Council's development and appraisal scheme and to undertake a programme of continuous development
- To ensure that Data Protection policies are adhered to, safeguarding that disclosure of information is not made to the person other than the data subject unless approval is given by the person or whereby there are relevant disclosures in place.
- In accordance with the provisions of Health & Safety, take reasonable care so as not to endanger yourself or other persons at work; co-operating with the Council to enable it to comply with its statutory duties for Health & Safety.
- Ensuring targets are met within agreed targets
- Undertake any other duties that can be accommodated within the grading level of this post.

### **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

- Current Driving Licence or ability to travel throughout the Borough
- Must be able to work on your own, and as part of a productive team

- Have good communication skills
- Must be fluent in English language (as required of part 7 of the immigration act – for communication within your team and within other departments)

**Qualifications**

- A modern apprenticeship, form of craft apprentice or similar
- Sound working experience in domestic maintenance
- Ability to make site visits
- Demonstrate knowledge of participating in good practices i.e. Health & Safety
- Must be able to carry out a full range of duties
- To have detailed knowledge of all other building crafts
- Show ability to obtain other building skills with training to deliver the service

**Decision Making**

- Team objectives
- Maintenance repairs fault diagnosis and resolutions
- Prioritising work loads
- The post holder has a direct responsibility for making decisions, which will affect the future wellbeing of individuals & is empowered to make daily decisions working with minimal supervision within a structured process

**Creativity and Innovation**

- Work closely with all levels of Council staff & members of the public
- To suggest & devise modernisation improvements, for delivery of flexible working arrangements, working from home, mobile working & e procurement
- Better use of labour, transport & materials
- Challenging procedures

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>• None</li> <li>• ,</li> </ul> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>• None</li> </ul>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	
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**Contacts and Relationships**

*(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Verbal contact with all levels of Council staff & members of the public
- Written contact with Back Office Staff at SBC
- Telephone communications with SBC
- Data communication with SBC Office.
- General public, applicants, tenants
- Voids & Lettings Service Team & other SBC staff
- Contractors
- Utility providers

**Values and Behaviours**

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

**Other Key Features of the role**

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name::
<b>Date:</b>	