



## Role Profile

<b>Job Title:</b> Voids Administrator	<b>Role Profile Number:</b> AO00051
<b>Grade/Salary:</b> K	<b>Date Prepared:</b> July 2022
<b>Directorate/Group:</b> Resources	<b>Reporting to:</b> Void Repairs Manager

### Job Purpose

#### **Technical services – Empty homes and general administration**

- Process terminations in a timely manner within agreed timescales
- Ensure the property is available to be re-let within the voids timescales
- Awareness and handling of sensitive information is critical
- Ensure all void paperwork is collated prior to handover
- Liaising with residents

### Key Accountabilities

- Process termination of tenancy paperwork
- Process paperwork when returned from contractor
- Process Invoices to authorise payment to external contractors
- Raise jobs for External Contractor
- Raise jobs for EPC's
- Raise jobs for Asbestos Survey
- Arranging paint allowances
- Liaise with providers for Gas and Electric
- Advise preferred supplier of vacant property and process paperwork
- Allocate/close cases on the Open Housing system
- Booking appointments with residents to arrange Pre-void surveys
- Ensure all void packs are added to the property folder

### Supplementary Accountabilities

- To carry out any other duties, this may be required within the grading of the post, making use of any specialist qualifications.
- In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of

Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.

- You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.
- You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.

### **Knowledge & Experience**

- Knowledge of Word, Excel and Outlook
- Knowledge of Databases
- Experience of dealing with contractors and direct labour force
- Excellent interpersonal and communication skills
- Must work well under pressure
- Have good organisational skills
- Ability to work individually or as part of a team

### **Qualifications**

- Educated to G.C.S.E Level in English and Maths Grade A to C or equivalent

### **Decision Making**

- Can make effective decisions quickly and is happy to act on own initiative to resolve problems
- Has proven results obtained through team work and individual effort

### **Creativity and Innovation**

- Shows creativity in using resources to deliver the service
- Has proven results obtained through team work and individual effort
- Able to identify issues for the team and ability to address them and offer creative solutions
- Ability to utilize current resources to deliver a value for money service

### **Contacts and Relationships**

- Relationship with Surveyors
- Relationship with other Technical Support Officers
- Relationship with Voids Manger
- Relationship with Housing Officers
- Relationship with Lettings Officers
- Relationship with contractors

<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> </ul>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility</b></p>	<p>No</p>
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**Data Protection:** In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

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