



SWINDON
BOROUGH COUNCIL

Job Title: Voids Administrative Apprentice	Role Profile Number:
Grade/Salary:	Date Prepared: June 2023
Directorate/Group: Adults, Housing & Public Health	Reporting to: Voids Technical Co-ordinator

Job Purpose

To provide an administrative function and supporting role for the Voids Repairs Team who are responsible for the void repairs process and delivery of empty homes for re-let in an efficient and effective way. This is a customer service and administrative role working closely with the Lettings Team and Contractors providing information to colleagues in Housing and prospective tenants on void repairs and anticipated return times.

Key Accountabilities

- Check and process relevant paperwork returned from contractors in line with key performance indicators (KPIs) and ensure all void documents are correct and collated prior to handover
- Raise and close jobs for external goods and services on the Housing Database IT system ensuring these are accurate and completed within service timescales
- Liaise with energy providers for gas and electric and update external portal with relevant void data to ensure the void properties are recorded in line with agreements
- Process invoices to authorise payment to external contractors
- Analyse and scrutinise Council Tax charges to ensure charges to the Housing Revenue Account are accurate and represent the correct period and amount for a void/empty home; supporting Managers with budgetary information on Council Tax charges and other void financial expenditure
- Check and process invoices to authorise payment to external contractors
- Liaise with prospective tenants and Housing colleagues to advise on progress of void repairs and anticipated return dates
- To add, update and maintain accurate performance data on spreadsheets ensuring the key to key process is tracked and recorded in a timely and accurate manner
- To provide cover, where necessary to other supporting functions within the Voids & Lettings Service.

Supplementary Accountabilities

1. To carry out any other duties, this may be required within the grading of the post, making use of any specialist qualifications.
2. 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.
3. You must work in accordance with training or instructions given, make proper use of any personal equipment provided and inform your Manager of any hazardous situations or risk of which you are aware.
4. You must ensure you undertake responsibilities relating to your position as detailed within the Health & Safety policy.
5. Awareness and confidential handling of sensitive information is critical

Knowledge & Experience

1. Experience of using Microsoft packages including Word, Excel and Microsoft Outlook
2. Demonstrate the ability to be able to enter data on to database systems in an accurate and efficient manner
3. Demonstrate good customer service skills; able to liaise with contractors and customers in a professional manner.
4. Excellent interpersonal and communication skills
5. Must work well under pressure
6. Have strong organisational skills
7. Ability to work individually and use own initiative
8. Must be able to work well in a team and work collaboratively
9. Ability to be flexible and adaptable

Qualifications

1. Educated to G.C.S.E Level in English and Maths Grade A to C

Decision Making

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

Creativity and Innovation

1. Shows creativity in using resources to deliver the service
2. Able to identify issues and ability to address them and offer creative solutions

3. Ability to utilise current resources to deliver a value for money service

Contacts and Relationships

Ability to be able to create and maintain excellent working relationships with Surveyors, Technical support officers, colleagues in Housing, Managers and external contractors. Provide an excellent customer service and respond to enquiries from existing and prospective tenants and Members and Councillors.

Job Specific Competencies:

- Good communication skills – both written and verbal
- Good interpersonal skills
- Be willing to work as part of a wider team to ensure the success of the whole department
- Be flexible in approach to work
- Discreet and professional in approach to customers, peers and others
- Professional approach and presentable in appearance

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <p>None</p>	<p>Budget Holder:</p> <p>Responsibility:</p> <p>Asset Responsibility:</p>	<p>No budgetary responsibility but financial acumen in relation to analysing and recording of expenditure.</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.

Employee Signature:	Print Name:
Date:	

Line Managers Signature:	Print Name::
Date:	