



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

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| <b>Job Title:</b> Lettings Pre-Void Manager | <b>Role Profile Number:</b> SBC_12111                         |
| <b>Level:</b> CFL 9                         | <b>Date Prepared:</b> March 2024                              |
| <b>Directorate/Group:</b> Housing           | <b>Reporting to:</b> Allocations & Lettings Operation Manager |
| <b>Structure Chart attached:</b>            | No  |

### Job Purpose

To lead an effective, forward thinking, dynamic and customer focused letting service that delivers Swindon's Vision and priorities. Creating effective working relationships and approaches with colleagues, partners and external agencies to influence strategy and policy to achieve business priorities and ensure legal and regulatory compliance.

Managing a team of Lettings Co-ordinators, Void Support Co-Ordinator and Apprentices.

To ensure SBC social housing is let at the earliest opportunity utilising the termination notice period to carry pre-voids inspections and verification checks so that the void period is reduced, therefore maximising income to the Housing Revenue Account and Council Tax and reducing spending costs to the General Fund. Approving and referral process for works that can be carried out during occupation to make best use of pre-termination period and re-let homes more efficiently. Approving recharges and managing process for unauthorised work or intentional damage to Tenancy Services. Managing the process to identify standard relets at pre-void stage for resource planning of in-house trade team and contractor workforce.

Managing the termination of tenancies for pre-transfers and managing the weekly advertising of all Council homes under the Choice Based Lettings Scheme; ensuring homes are advertised as soon as possible onto the Customer Housing Portal.

To ensure the provision of specialist advice and pre-assessment of SBC transfer applications in line with Swindon's Council's Allocations policy and audits are carried out.

### Key Accountabilities

- Deputise for the Lettings Manager in their absence and assist where required.
- Lead and motivate the Lettings & Pre-void Support Team to ensure the delivery of voids and lettings services to achieve performance targets and in line with budgets. Set and monitor the team

workloads, priorities and meet team objectives. Maximise customer satisfaction and minimise complaints. Maximise income for SBC and minimise financial losses. Embed a culture of continuous improvement, performance management and value for money across the teams.

- Working with the Voids and Lettings Managers to ensure effective management of all void properties, ensuring that they are let within SLA and utilising the pre-void period to instruct work and ordering of materials during tenant occupation to reduce re-let times.
- Managing Lettings Co-Ordinators responsible for assisting in carrying out pre-void inspections, when notification of termination is received, in tenanted homes to establish repair works required, and allocate to internal and external contractors requiring specialist technical knowledge of a wide range of repairs and whole house refurbishment works to include capital and revenue expenditure.
- To audit pre-assessment and offers to ensure policy has been adhered to and to identify any training needs for staff.
- Managing your team and ensuring that they are updating property records with new information resulting from void maintenance, and servicing works.
- Responsible for creating, updating and maintaining case notes and supporting evidence onto Housing Management Systems ensuring it complies with GDPR legislation.
- Manage the Voids Support Officer to ensure that voids recharges are being processed accordingly and provide reports to SLT on costs re-couped.
- Manage and organise a pre-void schedule of works in conjunction with the Voids team, to ensure that the property is available for letting at the earliest opportunity.
- Identifying priorities voids, which includes dealing with all contract administration and allocating workload.
- Responsible for the key management of void properties, ensuring a key management process is followed and keys are issued and monitored accordingly.
- Working with the Voids Manager and other repair/compliance managers to ensure that all statutory requirements are adhered to in the management and maintenance of void properties including asbestos surveys, water hygiene, energy performance certificates, NICEIC electrical inspections and CP12 gas checks so that the Council can clearly demonstrate compliance with all relevant regulations and to meet our legal obligations applicable to the repairs service.
- Work closely with Housing colleagues, Partners and stakeholders to ensure efficient and effective delivery of a safe home in line with Council's Voids Policy.
- Input & review data for all work and costs delivered for monitoring and control purposes against budget.
- You will have an understanding of basic building regulations and Health and Safety compliance.
- You will assist the Voids Manager in ensuring all properties have electricity and gas (where applicable) on at properties, to ensure all void works are able to be carried out. This will include liaising with external companies and suppliers and the management of petty cash.
- Manage the contract with our utility energy specialist to ensure timely support with changes to utilities during the void period, providing updates as required. Support the roll out project to install smart meters across the stock.

- Working in collaboration with the Voids Manager, ensure an effective delivery of a good, safe, lettings service. Properties are let within the agreed SLA, to ensure that loss of rental income and Council Tax income are kept to a minimum, whilst ensuring the lettable standard is met, to maximise high levels of customer satisfaction.
- Monitor key to key process for Swindon Council homes, maximising income through ensuring the operation of a smooth and co-ordinated pre-void process to include pre-terminations and advertising and pre-assessment verification in the pre-void period.
- Ensure that officers execute the creation of new tenancy sign-up packs (digital and paper) for new tenants once properties are ready to let; operate in a time-sensitive environment and manner to reduce void times and maximise rental income; use the newly-implemented digital document/signature system (DocuSign) for new tenancy sign-ups and carry out in person sign-up where necessary.
- Responsible for the counter-signing of legal documents such as tenancy agreements, Additional Tenancy Conditions and disclaimers, thereby creating legally binding contracts between the tenant and the Council.
- Collaborate with colleagues across the Council to collectively achieve corporate objectives – including homelessness prevention (reduce the cost of using temporary accommodation, etc.), Social Care (reduce the cost on the social care expenditure), Downsizing (best use of social housing stock, to reduce housing register list for family accommodation), environmental health, benefits, community safety and fraud (identify and reporting all alleged fraud activity).
- Identifying allocation to homeless and adult social care priority groups to reduce general fund spend and provide best outcomes.
- Liaise with other agencies on issues relating to clients in relation to sustainability and household issues including Mental Health Services, Adult and Children Services, Citizen Advice, Debt Management agency, Police, Probation Services and Healthy Neighbourhood.
- Dealing with a wide range of clients, often with complex and high needs such as mental health issues, substance misuse, alcohol dependence, offending and violent behaviour.
- To ensure that the needs of vulnerable households are identified during the allocations process and that the necessary support services are put in place to meet those needs.
- Ensure the Safeguarding of Children and Vulnerable Adults is identified and make referrals in line with Safeguarding policies and procedures for housing and tenancy support.
- Attend and participate in case conferences with statutory agencies when required to ensure appropriate support packages are in place at the start of tenancy.
- Ensure that service delivery complies with current regulations, accepted professional standards, the council's policies and procedures and appropriate legislation (including legislation on data protection, homeless, immigration, equalities, health and safety and safeguarding children and vulnerable adults)'.
- Working knowledge of Housing related policies and legislation specific to letting homes, including an understanding of tenancies and safety legislation with a focus on compliance within all activities undertaken.

- To ensure teams are following Health & Safety requirements, and update risk assessments where required.
- Ensure lone working and policies and procedures are followed at all times
- To have a working understanding of The Homelessness Act 2002, as Amended by The Homelessness Reduction Act 2017. Assist with Housing Options Team to reduce those clients in high cost temporary accommodation to reduce the financial burden on the general fund and to ensure tenants are moved on efficiently to permanent social housing accommodation.
- Work in cohesion with SBC Homeless Team to ensure effective procedures are in place to ensure tenants are moved on efficiently to permanent accommodation and minimise void loss.
- Represent the Voids & Lettings Team at internal and external meetings with partner organisations. Chair meetings with internal and external partners where required.
- Accountable for reporting performance and progress, this role will ensure all reporting is efficiently processed to inform the senior management team of void repairs and lettings performance.
- Play a pivotal role in service improvement projects and present at performance clinics and at the Housing Performance Board.
- To present recommendations for service improvement at leadership meetings providing outcomes to minimise the financial impact on the public purse in terms of providing affordable housing efficiently.
- Provide KPI data detailing the monthly, quarterly, and annual performance of the service area. Monitor and report on quantitative as well as qualitative performance indicators.
- Assist in the development of team plans for the service area in line with services area priorities.
- To support development and test upgrades for our inhouse systems. Work with IT Team to continually improve the IT system to provide an efficient and effective service. Managing user acceptance testing on IT systems for functions within Voids & Lettings, and signing off before implementation date.
- Responsible for writing, reviewing and updating processes, policies, procedure guides, accommodating significant and ever-changing work practices and officer responsibility.
- Lead on projects as and when required.
- Lead, manage, train, develop and motivate staff through leadership. Responsible for one to one meetings, appraisals, team meetings and training. Determining priorities and ensure Council objectives are reflected in team's objectives and priorities.
- Lead on recruitment, training, development and motivation of the team, ensuring an effective workforce capable of delivering and improving the service to deliver agreed outcome.
- Ensure all employee-related actions and monitoring and recording of management tasks are undertaken promptly in relation to sickness management and employee relations.
- Managing complaint investigations and Members enquiries robustly in a customer focused way to ensure any learning is shared, communicated, understood and implemented through review of processes and/or training as required.
- Monitor, review, and feedback in relation to customer satisfaction data and present findings for lesson learnt.
- Responding to residents via SBC Corporate social media, which will include posting updates on the service and holding Q&A sessions when applicable.

- You will positively support activities that help promote SBC culture and behaviours.
- Ensuring services are positively focused on customers, communities, and neighbourhoods.
- Any other duties commensurate with the post and needs of the business.

### **Supplementary Accountabilities**

- 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.
- 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 and safety
- 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.
- To keep abreast of changes in Government policy through liaison with managers and of evolving good practice in relation to housing & social care, and to recommend/implement change as required.
- Housing is committed to working in a manner which does not discriminate against any individual or group regardless of ethnic origin, sexual orientation, disability, age, religion or gender.
- 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 meet with customer's face to face on council sites or at their home.
- To adhere to lone working procedures for home visits and viewings.
- 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
- Undertake any other duties that can be accommodated within the grading level of this post.

### **Knowledge & Experience**

- Experience of managing and supervising front line staff in both office, on site or via hybrid working.
- General management skills to drive improvement in services
- Ability to work under own initiative without supervision, prioritising workloads, working to deadlines, planning ahead and able to make on the spot decisions.
- Ability to write effective and coherent reports
- Excellent organisational and communication skills (verbal and written).
- Ability to introduce new services and implement change
- Project management and performance management skills

- Detailed knowledge of social housing and the duties of local authority/housing association as landlords.
- Demonstrate decision-making and discretion in applying both the Allocations Scheme and the Housing Legislation to the lettings process.
- Considerable experience of customer service and resolving problems and queries - face to face, over the telephone and written communication
- Excellent organisational and administration skills and able to schedule and complete own caseworks to strict timescales.
- Ability to understand financial information including budgeting
- Ability to maintain and update databases with high levels of accuracy.
- Excellent IT skills, and a good knowledge of Microsoft Office especially Excel.
- Excellent communicator, keeping client/s, colleagues and professionals fully informed.
- Flexible and works collaboratively
- A problem solver who can use their own initiative.
- Be able to extract or deduce information from appropriate officers in order to prepare data submissions in relation to Compliance.
- Experience of working within a property related environment
- Experience of working with trades and contractors
- Experience of working in or co-ordinating/planning a repairs and maintenance service for residential properties.
- Experience of diagnosing defects, specifying works utilising a schedule of rates.
- Ability to co-ordinate and manage in house and contractor resources.
- Experience of working under own initiative and managing caseload
- Ability to follow processes and policies to ensure compliance.
- Ability to extract information from policy and interpret and apply accordingly without supervision
- Detailed Knowledge of Housing policy and relevant legislation (The Housing Act 1996, The Localism Act 2011, The Homelessness Act 2002, as Amended by The Homelessness Reduction Act 2017 and Social Care Act 2014) is preferred
- Working Knowledge of health and safety regulations and relevant legislation related to the role.
- Working understanding and commitment to ensure that all relevant health and safety statutory obligations and methods of good practice are effectively incorporated within all operations
- Working Knowledge of all the statutory and regulatory rules and/or codes of practice that underpin the delivery of an efficient and effective void/property related service.
- Currently working in a housing related field or similar is preferred
- Experience of representing an organisation at meetings
- Lone working experience is preferred
- Experience of working with vulnerable clients preferred
- Experience of presenting cases at multi agency meetings is preferred

- Experience of working with direct and indirect labour force is preferred
- Full current driving licence and access to a vehicle to visit clients and sites throughout the borough
- Must be fluent in the English language (as requirement of Part 7 of the Immigration Act – for the effective performance of a customer-facing role)
- Willing to embrace change.
- Decision made can have financial consequences.

### **Qualifications**

- NVQ Level 4 or HNC in Housing or related fields or relative social housing experience.
- GCSE Grade A-C, or equivalent in English and Math
- Member Chartered Institute of Housing (**Preferred**)

### **Decision Making**

- Written: standard letters, writing reports, designing and completing forms.
- Verbal: Giving specialist and general housing advice, presenting information to formal meetings and groups, influencing policy and negotiating on behalf of Council.
- Ability to make cost effective decisions.
- Undertake internal audits, to ensure that all staff are letting properties in line with the Council's Allocation Scheme and national Housing legislation (The Housing Act 1996 and The Localism Act 2011) to proceed with offers.
- Working knowledge in applying housing legislation (as above) in order to decide on whether an offer will be approved or rejected.
- Making decisions on interpretation of policy, case law and legislation through enquiries from teams and customers having a direct impact on whether a client is able to secure social housing
- Rational and appropriate understanding and use when passing issues up to Corporate Health & Safety, Building Services Surveyors and Engineers for decisions.
- Prioritisation of workload and ensuring targets are met in line with business plan/KPIs
- Management of the team and allocation of work
- Final decision on refusals of offer of accommodation
- Assessing team members capability and training needs
- Identify properties to direct match clients in urgent cases.
- Priority need on case of welfare and medical grounds and discretionary approval.
- Identifying properties suitable for adaptation.
- Ability to work under pressure and without supervision, making on the spot decisions.
- Decision made can have financial consequences.
- Able to identify Health and Safety actions prior to and during works, considering yourself, the team and those around you
- Able to work under pressure and without supervision, making on the spot decisions.
- Decision made can have financial consequences.

## Creativity and Innovation

- Ability to work under pressure and without supervision, making on the spot decisions.
- Work closely with all levels of Council staff & members of the public.
- Challenge current policy, procedures and staffing arrangements to ensure services adapt to changing priorities and keeps up with housing sector good practice. Implement change.
- To suggest & devise modernisation improvements
- To suggest ideas for improving services to customers.
- Ability to compile and present reports.

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| <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>• See Structure Chart, direct reports include:</li> <li>• Letting Co-Ordinators</li> <li>• Voids Support Co-Ordinators</li> <li>• Housing Apprentices</li> </ul> <p><b>Typical tasks supervised/allocated to other</b></p> | <p><b>Budget Holder:</b></p> <p><b>Responsibility</b></p> <p>Council Tax charges</p> <p>Capital and revenue:</p> <p><b>Asset Responsibility</b></p> | <p>Yes</p> <p>£170k per annum<br/>Council owned property</p> <p>200 per Annum</p> |
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## Contacts and Relationships

- Work from written and verbal instructions, including drawings, diagrams, sketches, calculations using measuring equipment where appropriate
- Work closely and collaborate with other officers, internal departments and other partner organisations
- General public, Swindon residents and tenants
- Mp's and Councillors
- Represent Swindon Borough Council at multi-agency meetings and forums
- Represent Swindon Borough Council and attend Case Reviews, Child Protection Meetings
- Internal: Surveyors, In house Trade Team, Compliance Department, Housing Officers, Environmental Services, OTs, Repairs Project Team, Homeless Team, Supported Housing Team, Sheltered Housing Team, Children Services, Adult Social Care
- External: Contractors, Fire Service, Police, Advocate Services, Housing Associations

## Other Key Features of the role

Occasionally the post-holder will be expected to attend pre-arranged meetings in the evening or at the weekend.

## Note:



This job description is intended as a general guide to duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the department, always in consultation with the post holder

Housing is committed to working in a manner, which does not discriminate against any individual or group regardless of ethnic origin, sexual orientation, disability, age, religion or gender























