



## Role Profile

<b>Job Title:</b> Voids Co-ordinator	<b>Role Profile Number:</b> SBC_11010
<b>Grade:</b> CFL 6	<b>Date Prepared:</b> June 2020
<b>Directorate/Group:</b> Voids and Lettings Service	<b>Reporting to:</b> Lettings Prevoid Manager
<b>Structure Chart attached:</b>	No

### Job Purpose

To co-ordinate Swindon Borough Council void properties with minor works for standard relets. To co-ordinate the pre-void process, ensuring homes are inspected by Surveyor/Contractor and identifying and raising minor works orders to be carried out and working closely with the Lettings Officers, in-house voids repairs and contractors to ensure works are completed in line with targets and meet Key Performance Indicators.

Producing, analysing and reporting on performance of the key to key process for repair and letting of social housing homes. Providing management reporting information against key performance Indicators (KPIs).

### Key Accountabilities

- Scheduling pre-void inspections at the earliest opportunity to ensure minor repairs are initiated in the pre-void period where possible.
- Monitoring works allocated to contractors ensuring timely provision of supplies, materials and services to expediate the best turnaround time to ensure rental loss is minimised.
- Liaise with contractors and in-house direct labour workforce and chase work updates.
- Raising orders to suppliers for flooring, pest control, environmental cleans, glazing units and other works.
- Carry out pre and post inspections of standard relet voids ensuring works meet the void relet standard and sign off completed properties.
- Process work order variations and liaise with specialist contractors as necessary
- Producing, analysing and reporting on performance. Providing management information against key performance indicators.
- Analysis of capital and revenue expenditure and Council Tax spend in relation to void repairs to ensure correct allocation to appropriate budgets and to ensure Council Tax charges are kept to a minimum. Providing reporting of such spend to Lettings Prevoid Manager and Voids & Lettings

Service Manager.

- Check that Council policy and departmental rules and instructions in respect of Health, Welfare and safety matters are observed at all times. This requires constant checks and audits on the workforce and contractors to ensure compliancy and awareness of safety working methods and reporting any potentially dangerous, unsafe conditions.
- Provide training to new starters and apprentices.
- Oversee workload of Voids & Lettings Assistant and Apprentices to ensure deadlines are met and void properties are turned around in line with targets and processes are followed to ensure compliancy and the smooth running of the voids service.
- Investigating and responding to enquiries and correspondence in respect to voids within service level agreements. To include complaints, Member enquiries, Tenant Representatives and tenants and leaseholders.

### **Supplementary Accountabilities**

- Promote customer care, equality and diversity best practice
- Participate in continuous professional development
- 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 cooperate with the Council to enable it to comply with its statutory duties for health and safety. Must work in accordance with training or instructions given; make proper use of any personal protective equipment and inform Manager of any hazardous situations or risks of which you are aware. Must ensure undertake responsibilities relating to the position as detailed with your Directorate Health & Safety policy.
- Undertake any other duties that can be accommodated within the grading level of the post. 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.

#### **NOTE:**

This job description is intended as a general guide to the 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 conjunction with the post holder.

### **Knowledge & Experience**

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

- Experience of working in a Repairs or Housing environment is preferred but not essential.
- Experience of partnership working with excellent communication skills both verbally and in writing.
- Ability to interpret data and analyse information.
- Experience of producing management reports.

- An understanding of health and safety (training will be provided).
- Able to demonstrate an excellent knowledge of Excel for creating, maintaining spreadsheets with use of formulae to calculate performance data
- Experience of responding to customer enquiries and customer complaints in good written English and meeting service level agreements
- Able to demonstrate decision making for cost effective repairs, expenditure and prioritising resources
- A proven track record of service improvement
- Good understanding of quality performance data and Key performance indicators

**Qualifications**

- Current driving licence
- GCSE Grade 4 or equivalent in English and Maths

**Decision Making**

- Prioritising of resources
- Diagnosing and recommending repair solutions
- Cost effective decision making on pre-void works
- Decisions made can have financial consequences
- Ability to work under pressure and without supervision making on the spot decisions
- Able to identify Health & Safety actions prior to and during works considering yourself, the team and those around you
- Auditing to include reporting on and providing recommendations, actions.

**Creativity and Innovation**

- Identifying and introducing service improvements.

<b><u>Job Scope</u></b>	<b>Budget Holder</b>	No
<b>Number and types of jobs managed</b>	<b>Responsibility</b>	No
None		
<b>Typical tasks supervised/allocated to others</b>		
Oversee and allocate workload of Voids & Lettings Assistant and Apprentice roles in the team	<b>Asset Responsibility:</b>	Council owned property

**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)*

- Maintaining good relations with tenants / leaseholders and users of Council owned property.
- Working in a collaborative manner with premises managers of operational Council owned property and tenant and leaseholder representative groups to help solve complex property challenges.
- Producing standard letters, written reports, presentations and form templates.
- Working closely with other delivery partners such as planners, surveyors and managers.

**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)*

- Telephone and face to face dealings with tenants and leaseholders who are complaining about poor service delivery
- Managing and negotiating contractual claims with contractors
- Ability to make site visits to inspect building premises throughout the Borough
- Use of SBC vehicle as a working supervisor