

<b>Job Title:</b> Voids Repairs Manager	<b>Role Profile Number:</b> OPH58
<b>Grade:</b> R <b>Salary:</b>	<b>Date Prepared:</b> May 2020
<b>Directorate/Group:</b> Housing	<b>Reporting to:</b> Empty Homes Manager
<b>Structure Chart attached:</b>	

**Role Overview**

The post holder will be responsible for managing vacant property repairs and minor aids and adaptations in a way that is both customer focused and forward thinking to the Council’s housing stock. The post holder will also embrace locality working, support local tenant groups, involve residents and work with partners to improve services.

**Job Purpose:**

Responsible for ensuring:

- Empty homes are repaired and relet quickly in accordance with the Vacant Property Relet Standard
- Minor adaptations are delivered in accordance with service standards to make everyday living easier for tenants
- Expenditure is managed within the available budget
- All building work is carried out in accordance with the latest Health and safety, and Construction Design and Management Regulations
- A high level of tenant satisfaction and minimising the impact of empty homes on neighbourhoods
- Stock surveys are carried out and computer records are updated to assist with business planning
- Services are efficient, continually improving and responsive to tenants and residents changing needs

**Key Accountabilities:**

- Ensuring empty homes are repaired quickly and functions co-ordinated with Lettings and Tenancy Services so they are relet quickly and within agreed targets.
- Ensuring Void Policy and Procedures are kept up to date and complied with
- Ensuring effective tracking and monitoring of vacant properties is carried out with stage targets for the relet process
- Maintaining an up to date and comprehensive Relet Standard, which has been agreed with tenants
- Managing pre-void surveys of occupied homes, scheduling of repairs to empty homes and post inspections to ensure procedures and contract conditions are complied with
- Managing Stock Condition Surveys and risk assessments to assess homes in accordance with the Housing Health & Safety Rating System (HHSRS)
- Managing specialists surveys such as Energy Performance Certificates, Structural Survey Condition

## Reports and Asbestos Surveys

- Managing an ongoing tenant's satisfaction survey and benchmark results on the relet process
- Maintaining an up to date Welcome Pack for new tenants
- Assisting with keeping the information provided to new tenants up to date and implementing recharges to recover costs for damaged properties
- Managing the delivery of minor adaptations within the repairs and maintenance contract
- Managing the vacant property revenue budget and control expenditure strictly in accordance with delegated authority and the Council's Financial Regulations
- Preparing estimates for major repairs, valuing work in progress, negotiating prices for variations, producing final accounts and negotiating and resolving contractual claims
- Managing health & safety to ensure all work is carried out in accordance with The Construction (Design and Management) Regulations 2007 (CDM)
- Managing the surveying, approving and acceptance of any new domestic property for purchase by the Council
- Ensuring all work is carried out in accordance with Control of Asbestos at Work Regulations 2006
- Answering any correspondence with respect to void repairs complaints and enquiries about service delivery relating to the Council's housing stock
- Participate in identifying strategies, new initiatives and concepts to produce detailed solutions for void repairs.
- Attending locality, public and tenant and leaseholder meetings including preparing and necessary reports, giving verbal advice and recommendations with respect to technical policy matters
- Providing evidence to the Police and Judiciary in respect of relevant issues and attending Court as witness on behalf of the Council

## **Supplementary Accountabilities**

- Manage all applicable budgets and control expenditure strictly in accordance with delegated authority and the Council's Financial Regulations
- To manage and implement new or changes to relevant policy and procedures as and when is required.
- Manage and respond to MP, Councillor's, Partners, and the public and ensure the replies are sent within the agreed targets set by the council.
- To manage the process and test all new and existing IT packages within the Empty Homes teams and direct the introduction of new ones to further increase the efficiency and performance.
- Recruit, motivate and develop staff within the team to maintain an effective workforce capable of meeting the Council's Vision and behaviours.
- Manage and implement council policies, procedures and other statutory obligations within the section.
- To assist with the council's wider strategic and statutory duty around homelessness and housing need, Adult and Childrens Social care responsibilities.
- Participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development.
- Promote equality and diversity best practice in all areas of work.
- Ensure that any identified personal training needs are discussed with your immediate Line manager including being appraised in accordance with the Council's Performance Appraisal scheme.
- Undertaking any other duties that can be accommodated within the grading level of the post.

## **Knowledge and Experience**

- 2 years experience of managing staff
- Significant experience of managing budgets
- Detailed knowledge of construction health and safety, and the duties of Construction Design and Management co-ordinator (CDM-c)
- Detailed knowledge of planning and building regulation legislation
- Detailed knowledge of relevant legislation and good practice
- A proven commitment to partnership working and engaging service users in service development

## **Statutory and or Qualifications required for this post:**

- HNC in Construction or equivalent experience or housing qualification
- Current Driving Licence

## **Decision Making**

- Management of staff and allocation of workload
- Recommendations of policy changes to Cabinet Member and Director of Housing
- Staff recruitment
- Changes to procedures and working practices
- Contract management

## **Creativity and Innovation**

- Improving practices and performance
- Staff development

## **Contacts and Relationships**

- Working in a collaborative manner with external and internal customers, including contractors.
- Working with tenants and other community groups to help solve complex household and neighbourhood challenges.

## **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).

## **Values and Behaviours**

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours , this means in our work we are:

**Connected: We put Swindon and its people at the heart of everything we do.**

We display a communication and behaviour style that promotes a positive Council identity in connecting with

residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

**Resilient: We are forward thinking and work smart**

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

**Brave: We respect and work together with our colleagues and customers to achieve success**

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

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