

Job Title: Voids Supervisor	Role Profile Number: OPN91
Grade: N Salary:	Date Prepared: 28.8.20
Directorate/Group: Voids and Lettings	Reporting to: Voids Repairs Manager
Structure Chart attached:	

Job Purpose

Supervision of the voids in house repairs . Ensure the team is working safely and are complainant with Swindon Borough Councils Health and Safety Policy. To work with the void surveyors and lettings team to minimise the relet time for council properties.

Key Accountabilities

- To coordinate and supervise in house voids operatives to ensure the most cost effective and economical use of resources and advice the voids manager of the level of resources required on individual jobs.
- Ensure that all work is carried out within priority period and to a high standard.
- Pre-inspect work to identify work content, duration and materials required and where poor descriptions may cause delays and liaison with surveyors to clarify before works commence thus reducing failure to complete within target timescale.
- Produce detailed schedules of works and specify the requirements of the job in order to enable the in house workforce to carry out the works.
- Pre-order non-stock materials and stock materials for larger or more complicated works so that they can be collected from the stores on the day the works commence or arrange with wholesalers to deliver to site when required.
- To monitor the delivery of void repairs in line with agreed policies and performance standards.
- Work with the void surveyors, coordinator and administrators and the lettings team to ensure works are correctly appointed with a target to complete the work.

- To carry out site compliance inspections to ensure that ladders, portable appliances, fire extinguishers, first aid kits, personnel protective equipment are within their inspection dates. Check that daily van checks have been carried out.
- Carry out post inspections of selected completed works to ensure materials, time and plant have been correctly claimed and investigate complaints of poor workmanship.
- The organisation and control of contractors engaged by the building maintenance department.
- Ensure the Void standard is achieved in all properties.
- Assist voids business support with any completed work queries.
- Answering of any correspondence with respect to voids including complaints and enquires about the service from:
 - Tenants and leaseholders
 - Tenants representatives
 - Members of Parliament
 - Members of the Council etc.
- Attend Council tenancy and public meetings including assisting in preparing any necessary reports, giving verbal advice and recommendations with respect to technical policy matters.
- Provide evidence to the Police and Judiciary in respect of relevant issue.
- Work with the Voids and Lettings managers to deliver a service that continuously improves.

Supplementary Accountabilities

- Promote customer care, equality and diversity best practice including arranging training for the building maintenance team.
- Attend information events and meetings outside normal office working hours and at weekends as and when required
- 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.
- 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 in coordinating and delivering a wide range of building repairs.
- Experience in working with both direct and indirect labour.
- Knowledge in diagnosing building faults to a wide range of buildings.
- Experience of delivering to budgets.
- A working knowledge of construction related health and safety regulations.
- A working knowledge of planning and building regulation regulations.

Qualifications

- Delivery expertise in maintenance.
- Current driving licence

Decision Making

- Prioritising of resources.
- Diagnosing and recommending repair solutions.
- Deciding on most cost effective repair to be carried out.
- Approving expenditure on Repairs delivery.
- Initiating corrective action for poor performance.

Creativity and Innovation

- Identifying and introducing service improvements.
- Flexibility in delivering the repairs building requirements.

<u>Job Scope</u>	Budget Holder	No
Number and types of jobs managed Managing directly the in house voids team (12 or more employees)	Responsibility up to £50K	Yes
Typical tasks supervised/allocated to others	Asset Responsibility:	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 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.

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

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	