

<b>Job Title:</b> Voids Co-ordinator	<b>Role Profile Number:</b> OPN92
<b>Grade:</b> N	<b>Date Prepared:</b> June 2020
<b>Directorate/Group:</b> Voids and Lettings Service	<b>Reporting to:</b> Voids Repairs Manager
<b>Structure Chart attached:</b>	No

### Job Purpose

To co-ordinate Swindon Borough Council void properties for sheltered housing and supported housing schemes. To co-ordinate the pre-void process, ensuring homes are inspected and identifying and ordering minor works to be carried out in the pre-void period and working closely with the Lettings Team, in-house voids repairs and contractors to ensure works are completed in line with targets and meet Key Performance Indicators.

### Key Accountabilities

- Take full control of the effective delivery of Sheltered and Supported Housing schemes voids and general needs stock with minor repairs and ensure works are completed to the void relet standard.
- Ensure that all work is carried out within priority period and within cost parameters.
- Control of the co-ordination of pre-void works and working with the Lettings Team to ensure pre-void inspections are made at the earliest opportunity with minor repairs initiated in the pre-void period where possible. Monitoring works allocated to the in-house repairs team and timely provision of supplies and materials to ensure turnaround of works in line with procedures to ensure income is maximised through reduced rental loss.
- Liaise with contractors and chase work updates
- Liaise with in-house direct labour force and chase work updates
- Raising orders to suppliers for flooring, pest control, environmental cleans, glazing units and other works
- Carry out post inspections ensuring works meet the void relet standard and sign off completed properties.
- Advise contractors in reference to technical enquiries
- Agree on site variations and add details to IT systems accordingly
- Liaise with specialist contractors
- 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 on the workforce and contractors to ensure compliancy and awareness of safety working methods and reporting any potentially dangerous, unsafe conditions.

- Provide training where necessary to Void Administrator roles, Housing colleagues and apprentices.
- Oversee workload of Voids Administrators 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.
- Recording data for key performance indicators.

### **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 in or ability to demonstrate the coordination and delivery a wide range of building repairs.
- Experience of working in a Repairs, Lettings or Housing environment.
- Experience in working with both direct and indirect labour.
- Knowledge in diagnosing building faults/repairs to a wide range of buildings.
- Experience of delivering to budgets or the ability to demonstrate a knowledge of being able to deliver

to budgets with considerable financial acumen.

- A knowledge of construction related health and safety regulations
- A knowledge of planning and building regulation regulations
- Able to demonstrate an excellent knowledge of Excel for creating, maintaining spreadsheets with use of formulae to calculate performance data
- Excellent communication skills both face to face and in writing
- 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
- Experience of co-ordinating workload of staff and identifying training needs
- Experience creating procedure guides and training staff
- Knowledge of voids and lettings performance data and Key performance indicators

### **Qualifications**

- Current driving licence
- GCSE Grade 4 or equivalent in English and Maths
- CIH qualification or qualification in construction preferred

### **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.

### **Creativity and Innovation**

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

<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>	<b>Asset Responsibility:</b>	Council owned property
Oversee workload and daily duties of Voids Administrator and apprentice roles in the team		

**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

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