



Job Description

Job title	Senior Voids Planner	Hours	37 hours <i>Flexible working options are available, including job share</i>
Department	Housing Technical Services	Salary	SK11 (£34,482 per annum)
Location	Works Depot	Contract	Permanent

Main Job Purpose

The Senior Voids Planner will be responsible for leading and managing a small team of Voids Planners and Admin that support the Voids team.

The team will schedule works and ensure effective diary management for the in-house voids team to ensure optimum efficiency to minimise voids times.

You will ensure that the team provide excellent customer service.

You will ensure that the team are fully trained to log works on our IT systems with our in-house trades teams or external contractors.

This role is not politically restricted.

Main Statement of Responsibilities

- Contribute to developing a successful void planning and administration team.
- Maintain up to date records on our IT systems for all aspects of voids.
- Ensure that all void works are scheduled accurately and efficiently and IT systems updated with all relevant void information to ensure void times are minimised and works are completed right first time.
- Ensure that processes are in place to check and validate the accuracy of void data on our systems to ensure accurate performance reporting.
- Work closely with the void delivery team and our contractors to ensure jobs are scheduled correctly to maximise productivity, efficiency and value for money.
- Produce management information that allows reporting on Performance Indicators.
- Support the development, implementation and management of any specific software that facilitates the efficiency of planning and scheduling of void works to minimize voids times.
- Have a good understanding of your team's role and provide cover for your team in the case of absence.
- Provide training on excellent customer service, diagnosing works, using the schedule of rates and using our repairs IT systems.
- Deal with escalations in a calm and solution focused manner and to ensure that all parties are satisfied with the outcome.
- Investigate and respond to complaints in line with the Councils complaint policies and procedures.
- Oversee the management of operatives' diaries to ensure maximum efficiency.
- Identify any rechargeable works ensuring the Housing Management system is updated with all relevant information.
- Ensure arrangements are in place for the ordering of materials.
- Instruct works and liaising with external contractors.



- Support the team with monitoring and reporting contractor performance, meetings, administration etc.
- Liaise with other team members in relation to queries/ongoing voids.
- Attend weekly void update meetings with Housing to provide updates and support to ensure effective voids management.
- To assist as required in other areas of the team including producing, reviewing, and actioning reports and email and other admin tasks.
- To be clear about related policies and procedures and performance targets and actively contribute to their achievement.
- To understand repairing responsibilities for the Council and residents and ensure that your team are updated.
- Manage and motivate your team including carrying out regular 121's, annual appraisals, holding regular team meetings, giving positive feedback to team and individuals, setting and achieving performance targets and addressing employee non-performance in accordance with policies and procedures if required.
- Authorising annual leave and holding sickness reviews.
- Demonstrate commitment and support for safeguarding and promoting the welfare of children, young people, and vulnerable adults.

Core values

Our vision is to “be the best district in which to live, work, and visit.” To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:

Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council's operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident's trust.

Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.

Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.



Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

Kindness

- Empathy and understanding of others.
- Treating everyone with respect.



Flexibility

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.

Person Specification

Relevant Experience, Skills and Knowledge

Essential

- Manages time effectively
- Basic knowledge of housing types and construction
- I.T. literate (Microsoft Office)
- Effective customer care skills
- Maintenance of computer-based information records
- Experience in a Customer Service Environment

Desirable

- Basic knowledge of housing stock management database format and use
- Line management
- Knowledge of repairs and maintenance

Relevant Qualifications

Essential

- Good basic standard of education (minimum 4 GCSE's) including Maths and English or equivalent qualification, or appropriate previous experience in a similar role.

Communication and Interpersonal Skills



Essential

- Communicates clearly using straightforward language in different formats
- Accurate use and recording of data
- Ability to use initiative to resolve problems and customer enquiries
- Ability to adopt an ordered, systematic and thorough approach to work tasks and record-keeping
- Flexibility in terms of hours and duties
- Ability to work as part of a team

Desirable

- Willingness to undertake further training