**Job Description**

Job Title: Housing Voids Coordinator

Pay Grade: W4

Directorate: Communities

Team: Housing Assets

Reporting to: Housing Voids Manager

Budgetary Responsibilities:

* **Staff - £N/A**
* **Other Direct – N/A**
* **Other Indirect – £N/A**
* **Total £N/A**

Job Purpose:

Provide strong technical administrative support as part of the Housing Assets Team undertaken in accordance with operational duties associated predominantly with voids (empty homes) and support other areas within the department when required.

* Maintain all voids records/data, certification for all statutory and regulatory requirements, updating system records, liaising with contractors, monitoring workflow systems and providing data for inclusion in performance monitoring reports.
* To be responsible for issuing all relevant correspondence to contractors, suppliers, and internal teams as part of the asset management and function.
* Co-ordinating details of void properties between supervisors, housing teams, contractors, and others
* Support the Housing Voids Manager with effective communication to ensure accurate and timely information is collected, collated, analysed, and coordinated.
* Support the Housing Voids team to build and maintain relationships with internal and external stakeholders, managers and contractors.
* Support the Housing Voids team to deliver major void projects.
* To facilitate the Right to Buy process.
* Ensure that our residents receive an excellent and responsive customer experience and service.

Main Tasks:

1. Ensure that all void specifications and work orders are processed and recorded, and all enquiries are dealt with in a timely, professional manner.
2. Liaise directly with contractors and residents, providing a professional and friendly service that meets the agreed service levels while managing residents’ expectations.
3. To build and maintain strong working relationships with the Council’s Housing Asset team and the wider council’s teams. Particular focus on maintaining and providing continuous improvement to the voids service and relationship with contractors.
4. Check certification and keys and correspondence are received and recorded in a timely manner and to an acceptable quality standard.
5. Answering correspondence as appropriate. Using own initiative when dealing with a range of subjects in a professional and efficient manner.
6. Be responsible for arranging Asbestos Surveys, clearances and environmental cleans when required.
7. Responsible for maintaining how to guides/process maps for the voids department.
8. To liaise with contractors/Housing commercial Team to get approval for orders/VO’s.
9. To work with contractors and tenants on after let repairs and void recall works and see these through to ensure customer satisfaction and supporting the Voids Project Manager in overseeing these works.
10. To maintain and update the voids property database, produce reports and undertake analytical integration of data when required.
11. To support the Voids Project Manager in updating internal teams on void status and progress and deputising, where appropriate when required.
12. To provide relevant advice to teams to ensure compliance to the relevant processes and regulations are being maintained.
13. To ensure quality and value for money is achieved and delivery of void repairs and the procurement and financial regulations are met.
14. To coordinate and support the Housing Voids Manager, Surveyors and void contractors to ensure the most effective and economical use of resources and be the point of contact for housing colleagues on matters relating to void refurbishment works both live and post sign off.
15. To monitor the delivery of void repairs in line with agreed policies and performance standards.
16. Work with Housing management, voids team, allocations and contractors to ensure an efficient key to key turnaround.
17. Ensure property utilities are live and active at all stages of the void process and action any issues relating to meters to ensure efficient key to key delivery. Including the set up and ongoing delivery of the Utilities partner.
18. Undertake data analysis and support the Housing Voids Manager with data interrogation reviewing performance, trends and constant service improvements.
19. Review and support the Housing Voids Manager on Housing Complaints relating to the Voids service.
20. Supporting the Housing service on administrative duties, recording and processing of Right to Buy applications in line with current legislation.
21. Maintain a good working knowledge of legislation/guidance and changes affecting delivery of building safety, asset management, repairs and maintenance services that might impact the Housing Service and Council.
22. Engage with regular service audits ensuring that any issues are escalated and addressed in a timely manner and good practice is effectively shared throughout the service to ensure continuous improvement.
23. To undertake other duties which may arise or as may be delegated from time to time, commensurate with the skills required for this post.

Person Specification

**Key:**

E = Essential, D = Desirable,   
A = Application Form, I = Interview, P = Presentation, T = Test

Please list as required.

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Standard** | **E/D** | **Measure** |
| **Education & training** | * Educated to ‘A’ level or equivalent level or vocational qualification. * Working knowledge of building defects and the ability to identify solutions and remedial works. * Qualification or working towards a qualification in a construction field. * Completed training in health and safety fields, such as, asbestos awareness, fire safety, etc. | E  E  D  D | A  A  A  A |
| **Experience** | * Experience of working within Social Housing * Experience of managing maintenance contractors * Understanding of Schedule of Rates and how to apply them. * Excellent internal and external negotiation and influencing skills. * Excellent communication skills – both written and oral. * Proven ability to develop and maintain effective relationships. * An ability to develop and deliver services to meet the needs and aspirations of the customers and service users. * Ability to prepare clear specifications of works * Ability to work well under pressure and work to statutory deadlines. * Strong to excellent analytical skills and accuracy in work with an eye for detail. * Ability to prioritise and organise work with minimal supervision. * Ability to work on own initiative as well as part of a team. * Use of Microsoft IT Systems | D  D  D  E  E  E  E  E  E  E  E  E  E | A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I |
| **Special Requirements** | * Occasional requirement to work outside normal office hours (including early morning or evening working) * Occasional requirement to attend external meetings. * Commitment to implement and promote the Council’s Diversity Policy. | E  E  E | I  I  I |

**Candidate Screening**

|  |  |
| --- | --- |
| **Does Rehabilitation of Offenders Act 1974 apply?** | No |
| **Disclosure and Barring Service check required?** | Yes |
| **If yes, what level?** | Basic |
| **Is this a Politically Restricted Post?** | Choose an item. |
| **Does this role have emergency responsibilities?** | No Choose an item. |

**Role Map**

|  |  |
| --- | --- |
| **Behaviour** | **Level Required** *(1-4)* |
| Shaping our Future | **2** |
| Leading our People | **2** |
| Delivering for our Customers | **3** |
| Making Change Happen | **2** |
| Team and Partnership Working | **2** |
| Communicating Openly | **2** |
| Performance Management | **2** |

Please refer to the Council’s Behavioural Framework for examples and indicators of the expected behaviour required at each level (this will be attached as a document to each job advert).