

Lancaster City Council - Job Description & Person Specification

Job Title:	Voids/Empty Homes Manager	Grade:	GG511	Job Code:	LCC841
Service/Team:	RMS	Role Type: *Delete as appropriate	HYBRID / HYB/CSV / FIXED / COMM	Reports to: *Title & LCC Code	RMS Manager
Line Manages: *Title/s & LCC Code	Voids Team (21 team members) - various Trade Operatives, Estate Stewards and Apprentices				

Job Overview

Overview

- To manage the delivery of a high performing voids repair service to Council Housing Stock and acquired or temporary housing units.
- To support and undertake appropriate tasks in relation to the transition from a single skill/trade to a multi-skilled workforce.
- The post holder will deliver a Customer 'first' approach and work collaboratively across the Council Housing service.

Direct Responsibilities

- To ensure own area of works is fully compliant with the Regulatory Safety & Quality Standard
- To support the overall outcomes required to achieve the Annual Service Improvement Plan (SIP)
- To be a member of the Voids Steering Group working collaboratively to improve/reduce the time taken from "keys in to keys out" and identify opportunities/initiatives for improvement
- To have overall responsibility for ensuring that all void properties refurbished and returned for letting purposes comply with the Lettable Standard, are free of damp/mould and any other hazard detailed under the HHSRS.
- To work collaboratively with the Choice Based Lettings Manager, Void Co-ordinator and Neighbourhood Housing Management staff with the aim of ensuring all voids are returned for letting in accordance with pre-determined priorities. Ensure regular dialogue takes place if any factors are likely to impact on overall performance (eg resource issues)To work collaboratively with the wider RMS management team, having an awareness of ongoing initiatives and how Voids work impacts upon the wider service
- To manage a team of operatives and support staff ensuring they have the relevant skill set, tools and equipment to undertake refurbishment works
- To liaise/supervise the Gas servicing partner to cap off, install and commission gas appliances where appropriate
- To undertake inspections of void properties including internally (including loft spaces) and external areas (including gardens) in accordance with the Lettable Standard.
- To capture images of the condition of the void property before works and following completion
- To identify any former tenant improvements/non-standard fittings and remove where appropriate.
- To identify any component replacements that may be required and liaise with the Major Works Manager to identify what works are planned for a particular void.

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- To ensure correct budgets/cost centres are used – clearly identifying both revenue and capital funding works.
- To arrange asbestos survey/asbestos removal from void properties ensuring full property statutory compliance liaising the Asset, Property & Compliance Team ensuring issue of re-occupation certificates and updating of the asbestos register.
- To prepare schedules of work/specifications and calculate the estimated costs of required works.
- To plan/co-ordinate refurbishment works using own staff (Voids Team) and external contractors to ensure voids are returned for letting within specified timescales/target.
- Issue material orders to external suppliers and stores and co-ordinate deliveries to ensure no impact on overall target date
- To include any noise reducing methods/products in the scope of works
- To monitor overall performance against target and provide regular updates to the Voids Steering group
- To use and interpret data to inform decision making using own judgement
- To ensure all voids are safe to work in and safe for a new tenant to move into when returned for letting
- To ensure a high standard of cleaning internally & externally
- To clearly identify items of work that should be recharged to the outgoing tenant
- To ensure in the event the Voids Team does not have capacity to undertake works due to the extent required (major void or whole house refurbishment) programming with an external contractor is discussed with the Major Works Manager.
- To post inspect all works upon completion ensuring all specified works have been completed to the required standard and there are no safety issues or hazards
- To undertake an Energy Performance Certification (EPC) of each property and issue national certification in verification of energy performance and LCC Carbon Zero + ambitions. Where appropriate liaise with the Surveying Manager to ensure this function is undertaken prior to the property being returned for letting.
- To incorporate any energy efficiency measures in the scope of works to attain a minimum Band C for a void property including the provision of energy efficient lamps, top up loft insulation, improving air tightness and any other solution to comply with the Climate Strategy
- To liaise with Energy suppliers/utilities to take over accounts/purchase new from agreed suppliers
- To liaise with Neighbourhood Management regarding the output from Post Tenancy Surveys to identify any issues or areas for improvement
- To investigate and resolve all complaints within prescribed timescales

Primary Measurable Objectives

- Manage the trade operatives, associated Contractors and ensure the safe execution of the Works
- Liaise with the Council Housing Management, Choice based letting and RMS management and plan and prioritise work and meet hand over dates.
- Inspect and assess Void Properties and prepare specification to repair/refurbish or improve the property to meet agreed lettable standards, Landlord obligations and decent home legislative provisions.
- Ensure the most efficient, productive and cost-effective use of resources and progress and ensure agreed handover dates are achieved.

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- Supervise the delivery of statutory compliant properties with particular controls for Gas Safety, Asbestos Management, legionella.
- Oversee and monitor and ensure performance, quality and work outputs of the Voids Team.
- Ensure Void properties are assessed and improved to meet agreed standards of energy efficiency and LCC Climate Change Ambitions and Carbon Zero +
- Carry out and issue an energy performance certificate (EPC) in verification of energy standards achieved.
- To provide leadership and direction for all team members. Leading by example, being accountable and taking ownership/responsibility to ensure overall service resilience, working collaboratively with other RMS Managers.
- To provide regular updates to Council colleagues and Senior Management on void performance / costs

Staff Management Responsibilities

- Direct line Management of the RMS Voids Team (21 team members) including allocation of work, sickness absence monitoring procedure, return to work interviews , annual conversations, recruitment and selection, and disciplinary.
- Manage overall performance of the team ensuring clarity on objectives, make appropriate interventions and ensure overall performance meets requirements.
- Approve holiday requests and ensure staffing levels provide adequate operational cover to meet commitments.
- Support and assist with training and ensure all staff are competent, experienced and resourced to undertake their duties.

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Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training	- Recognised Trade qualification up to NVQ L3 – preferably building trade background - Qualified City & Guilds L3 Domestic Energy Assessor/Rd SAP qualification - IOSH Managing Safely - Committed to continuous professional development and willing to undertake training as required by the organisation / regulatory body	- CIH qualification (desirable) or commitment to work towards - City & Guilds Advanced Craft (Desirable)	App Form, Interview, Certificate
Experience	- At least 3 years Staff management knowledge and experience 5 years equivalent experience supervision of building works - Asbestos Management and essential property related statutory compliance certification. - Understanding and application of the Lettable Standard and implications of rental income loss during void periods		App Form, Interview

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	Knowledge of procurement processes		
Job Related Skills, Knowledge & Abilities	- An overview of building maintenance operations and property management or other service delivery. - Maintaining controlled document systems or statutory compliance. - Computer literate - Microsoft word & excel and an aptitude for IT systems, e.g. Authority Financials, OHMS, Total Mobile, One Housing, NECDM - Knowledge of Regulator of Social Housing Consumer Standards - Excellent planning, organisational skills. - Attention to routines and record keeping. - Experience of managing a team		App Form, Interview
Personal Attributes Including Interpersonal & Communication Skills	- To be customer focussed - Strong interpersonal skills - The ability to work well under pressure		App Form, Interview

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Special Requirements/Other		• Understanding, implementation and adherence to Lancaster City Council's policies and procedures. • Understanding, implementation and adherence to Our Values. • Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.	App Form, Interview

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Additional information

Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

Employee Signature:		Print name:		Date:	
Manager Signature:		Print name:		Date:	