

JOB PROFILE

JOB DESCRIPTION

JOB TITLE:	Voids (Empty Property) Administrator
GRADE:	C
SERVICE:	Landlord Services
BASE/LOCATION:	Southfield Road Offices, Loughborough - Agile Working
POST NUMBER:	M495
RESPONSIBLE FOR:	No line management responsibility

JOB PURPOSE

Provide high quality administrative support to the Principal Officer for Voids and the void repairs service generally.

ROLE SPECIFIC DUTIES & RESPONSIBILITIES

- Develop, maintain, and input data in to detailed filing systems, spreadsheets, and databases, including updating the voids tracker and statuses of voids.
- Raise orders for works to contractors, reconcile applications for payment from contractors with records of work completed, process invoices, and arrange payments.
- Process utility bills and liaise with energy providers to support accurate billing and payment.
- Support the scheduling of works to empty properties.
- Assemble information necessary for and support the response to complaints and requests for information.
- Produce and analyse management and performance information, and customer insight to support the identification of improvements.
- Produce meeting minutes and maintain action logs.
- Proactively identify opportunities to improve performance and implement agreed initiatives to support the fast and efficient progression of voids to re-let.
- Handle enquiries from customers.
- Work closely with colleagues across the Directorate including those in allocations, tenancy management, and the wider repairs and investment team, to support the fast re-let of properties.

CORE REQUIREMENTS

- Champions the Vision and Values of Charnwood Borough Council and works with staff from across the organisation in the best interests of the residents of the borough and the Council.
- Maintains effective and productive working relationships with colleagues and external partners.
- Is committed to delivering appropriate services to all service users, inclusively and without discrimination.
- Works safely and in accordance with risk assessments and the Council's Health and Safety Policy.
- Complies with the Council's safeguarding policies and processes.
- Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.

SPECIAL FACTORS & CONDUCT

- This job profile sets out the principal duties associated with this post at the time it was drawn up but is not intended to constitute an exhaustive list.
- The postholder will be required to undertake duties and responsibilities as required that are commensurate with this role, and which may vary from time to time.

PERSON SPECIFICATION

QUALIFICATIONS

Essential

GCSEs at grade C or above or equivalent in maths and English **or** equivalent experience and skills in the below section.

Desirable

- Evidence of continuing personal and professional development relevant to the role.

EXPERIENCE & SKILLS

Essential

- Experience of undertaking administrative tasks in a fast-paced environment.
- A confident computer user with a good working knowledge of Microsoft office applications, and the ability to interpret computer systems.
- Ability to interrogate data, undertake accurate calculations, and produce high quality written information and communications.
- Ability to develop administrative processes and systems.
- Ability to find and implement creative and innovative solutions to problems and improve processes to support the effective management of empty properties.

- Ability to prepare, interpret, develop, and report on performance data.
- Good numeracy and literacy skills.
- Ability to communicate effectively with customers and colleagues.

Desirable

- Experience of working in housing.
- Experience of working across teams to deliver shared aims and objectives.

OUR CULTURE FRAMEWORK

The culture framework supports the delivery of the council's vision, corporate strategy, and people strategy. It sets out what we expect from each other whilst at work and puts the corporate values at the heart of everything we do. The framework describes a set of characteristics, for each of the values. These characteristics are not designed to be comprehensive but do provide a clear and consistent sense of what is expected to deliver successful performance.

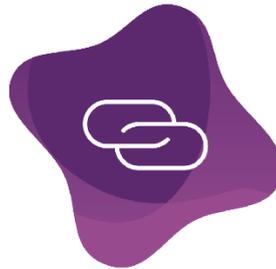
Our Values



Pride in Charnwood

We take pride in our work and our borough and are ambitious for the future.

- I am inspired by our customers and people around me
- I am accountable for my actions and decisions
- I understand our vision and my part in achieving it
- I am curious and open to ideas, change and transformation
- I am committed to developing myself and others
- I seek and give feedback, reflecting on my learning.



Working Together

We work together with pace and positivity as one council and in partnership with others.

- I build successful partnerships and relationships
- I contribute to a positive and outcome focussed working environment
- I value my wellbeing and the wellbeing of others
- I strive to create an inclusive workplace where diversity is respected and celebrated
- I work with, challenge and support others to achieve a common goal
- I communicate clearly in an inclusive, constructive, honest and empathetic way.



Customer Focused

We listen to our customers and are focused on delivering excellent services.

- I listen to customers and use feedback to improve service delivery
- I do my best and am positive
- I strive to find the best solution and look for new ways to do things better
- I work in an agile way, am flexible, efficient, accurate and safe
- I use data, knowledge and experience to inform my work
- I respond to others' needs, being fair and honest.

The way I work

- I seek to foster a positive health and wellbeing culture across the organisation
- I have a strong sense of purpose and work with others to deliver a collective vision
- I display confidence in my team's ability and positively recognise team success
- I ensure our Corporate Strategy and future plans are understood and achieved
- I set clear outcomes and constructively challenge until they are achieved.

Leading others

- I support and coach people to aspire to be the best they can be
- I encourage all teams to work, learn and deliver together
- I empower individuals and teams and trust their ability to deliver
- As a role model, I act with authenticity and integrity, earning the respect of others
- I seek and listen to different perspectives.

- I promote innovation and creativity to find solutions together
- I engage with our community to consider how we will meet their needs
- I use knowledge, insight and best practice to inform decision making
- I am willing to undertake a wide range of roles and support my team to do the same
- I look for digital solutions to improve efficiency and access to services.

Prepared by: Director of Housing and Wellbeing

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