



JOB DESCRIPTION

POST: **VOIDS CONTRACT MANAGER**

DEPARTMENT: **Housing Operations and DLO**

REPORTING TO: **Head of Operations and DLO**

RESPONSIBLE FOR: **Voids Coordinator**

GRADE: **7**

ORGANISATIONAL CONTEXT:

To be responsible and accountable for the delivery of a high-quality voids management service, that ensures BAMSDC meets top quartile national key performance indicators for voids performance. The overall context is to provide both strategic and operational direction within the voids service which includes leading the development and implementation of service strategies, managing contractor performance and being accountable for budgets within the service area.

As the Voids Contract Manager, you will be responsible for delivering a successful, high-quality void service. You will ensure all our void homes are maintained to a high standard and that our contractors deliver a consistent, high-quality offering that drives great value for money.

MAIN JOB PURPOSE:

The role requires a combination of technical skills, strong communication, and a commitment to high property and resident standards. These skills will contribute to the overall success of the voids process and put our residents at the heart of what we do, maintaining and caring for our homes and collaborating with colleagues and contractors to achieve the best outcomes for our residents.

The Voids Contract Manager will work with the Head of Operations to successfully implement a high level of performance across the service. This includes working to develop strong and effective cross-functional working initiatives with both internal and external stakeholders and taking the lead on developing service excellence within the management of voids.

DUTIES AND RESPONSIBILITIES:

- Coordinate and take a hands-on approach to managing void property repair orders from start to finish for the customer to a high standard of quality and satisfaction. Provide technical expertise, problem-solving and guidance ensuring effective repair solutions are provided right the first time.
- Ensuring our contractors and suppliers are providing a consistently high-quality voids service.
- Delivering well-cared-for homes and places where residents feel safe and have a sense of pride through top-class contract management.

- Responsible for managing the operational delivery of the Voids Service including the effective management of all resources specifically contractors and suppliers to deliver a great service whilst optimising performance, cost and risk.
- To be responsible for the voids strategy, standard and all policies and procedures.
- Forecast and manage the void budget for the operational businesses, working with the Head of Operations to ensure costs and market variations are accounted for in the budget setting.
- Provide clear and insightful reports into void trends and patterns to inform strategic decisions.
- To ensure that key performance targets are set, monitored and achieved for the delivery of the void's service.
- Deliver the highest quality operational delivery service to internal and external stakeholders whilst providing excellent lines of communication between managers and contractors.
- Ensure compliance with Health & Safety legislation and regulations is managed and monitored within day-to-day operations, whilst establishing a holistic culture of safety across the service.
- Ensure that all void contracts and works represent value for money and that variations and additional works are effectively tracked, recorded and agreed upon in line with financial guidelines.
- Provide technical management of party walls, mutual exchanges, complex voids and voids works within listed properties.
- To promote the customer's voice and ensure that it is the golden thread within all decisions and actions relating to the Property Repairs' experience.
- To achieve a consistent balance between finance, resource, quality and timescales for work to be delivered.
- Responsible for all performance management activities relating to the Voids Service.
- To oversee quality inspections ensuring that work is completed of a high standard and where possible right first time with zero recalls.
- To resolve complaint and dissatisfaction cases, from both within and external to the organisation, with the ability to confidently challenge and resolve difficult issues with a satisfactory outcome.
- Working collaboratively with colleagues and contractors to ensure that the Voids Service is seen as an innovative and forward-thinking business stream where ideas and creative thinking are championed.
- Robust contract management of contractors and suppliers, ensuring that all work issued externally is delivered in line with the organisation's procurement requirements and standing orders.
- To utilise data and management information to shape the voids of service delivery.
- To contribute to the annual budget planning process and effectively manage and control the voids' cost centre, including major voids.
- To provide reports and analysis on all relevant performance indicators.
- To manage people-related issues to foster good industrial relations – for example, but not exclusively one-to-one, sickness monitoring, complaints training needs, holiday allocation and disciplinary matters.
- Embed value for money, equality and diversity, competitiveness and continued development throughout the service.
- To ensure that the organisation strives to be a top quartile provider of voids and is committed to a continuous improvement ethos.
- To ensure that customers' needs are satisfied by the effective and efficient organisation of the repairs and the embedding of a customer-focused approach to service delivery.
- To ensure compliance with all legal requirements in relation to void property repairs and maintenance.
- To ensure staff are adequately trained to enable them to perform their duties to the best of their ability.
- To be responsible for integrating best practices into areas of responsibility by invoking a positive teamwork approach.
- To maintain an up-to-date knowledge of legislation, regulations and best practise, relevant to the services provided.
- To take responsibility for achieving personal targets by ensuring that continuous professional development (CPD) is maintained and updated to meet service needs.

- To undertake all duties with due regard to Health & Safety legislation.
- To undertake any other duties and responsibilities as required.

Additional information

a) Does this job require a DBS check? **No**

b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The job holder will participate in training, exercises, response, recovery or other activities to support the council's statutory duties concerning emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. **Yes/No**

c) The post is designated as being politically restricted following the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace and automatically disqualifies them from standing for or holding elected office. **Yes/No**

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

REQUIREMENTS	MEASURED BY:
The post holder must be able to demonstrate:	A Application form I Interview T/P Test/Presentation
EDUCATION/TRAINING (Academic, vocational/professional and other training)	
<ul style="list-style-type: none"> • Educated to degree level or equivalent in Building Surveying or similar. • Must demonstrate continuous professional development. • Relevant professional qualification in surveying or maintenance or similar [e.g. CIOB or RICS] • NEBOSH Certificate in Health and Safety • A full valid driving licence. 	A
KNOWLEDGE & EXPERIENCE (e.g., report writing, office experience, Microsoft Office)	
<ul style="list-style-type: none"> • Experience in effectively managing voids to a high standard of customer satisfaction, minimising void losses, and possessing an up-to-date knowledge of housing legislation, regulation, policy and practice in relation to voids management. • Significant experience in contract management and driving operational excellence. 	A / I

<ul style="list-style-type: none"> • Experience in developing and implementing strategies, policies, procedures and plans and setting, monitoring, achieving and exceeding targets. • Experience in delivering service improvements that take account of the needs of diverse stakeholder groups. • Knowledge of current issues affecting local authority on empty properties and disrepair claims. • Knowledge of construction and building maintenance • Knowledge of repairs and maintenance databases and management systems • Performance management skills • Contract Management skills • Person management skills. • Possession of up-to-date knowledge of housing legislation, regulation, policy and practice in relation to responsive repairs. • Proven influencing, negotiation and facilitation skills. • Ability to manage, develop, enable, empower and motivate staff to achieve high performance. • Experience in cost centre management and controlling budgets • Managing the delivery of a Voids service and introducing changes to reduce costs and improve quality in own area of work. • Experience in project management and partnership working • Experience in the use of performance management techniques, benchmarking and business process re-engineering. • The ability to effectively manage wide-ranging building works undertaken by different contractors and recognise the customer needs. • Ability to collate and present data and monitor KPIs and other statistical records for senior managers. 	
SKILLS/ATTRIBUTES <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i>	
<ul style="list-style-type: none"> • General office skills, including the use of various IT systems including Microsoft Office packages. • Good English language skills and the ability to communicate effectively in writing and person. • Resilience in all aspects of administration. • A positive attitude to be flexible within the requirements of the role, and to forge and maintain effective interdepartmental working relationships. • Tact and diplomacy in all interpersonal relationships with customers, both internal and external. • Have a tactful approach to problems and be able to handle difficult situations. • A methodical, organised approach to work, self-motivation and personal drive to complete tasks to the required quality and within timescales. • Good problem-solving skills and attention to detail are important. • Good coordination and organisation skills. • The ability to work independently with some supervision and support and manage your workload and that of a team to ensure objectives are met. • A willingness to learn and develop. • Understanding of and commitment to the principles of equality and diversity. 	A/I
BEHAVIOURS Behaviours will be tested at the interview against the Council's values (further detail below)	

Empowering, valuing, and developing our people. Valuing our customers Being open and honest Taking ownership Being ambitious	I/TP
EQUALITY AND DIVERSITY Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).	AI



Our Values

...we believe in



OUR
CUSTOMERS



BEING
AMBITIOUS



TAKING
OWNERSHIP



BEING OPEN
and HONEST



OUR
PEOPLE







We empower, value and develop our people to work together as one dynamic and efficient team.

We care about delivering high quality, customer-focused outcomes with our communities and partners.

We are open, transparent and truthful.

We take pride in our work and take responsibility for our actions.

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.