



JOB DESCRIPTION

POST:	VOIDS COORDINATOR
DEPARTMENT:	Housing Repairs and Maintenance
REPORTING TO:	VOIDS Contract Manager
RESPONSIBLE FOR:	No Line Management Responsibility
GRADE:	5

ORGANISATIONAL CONTEXT:

Coordinate the scheduling of all void property inspections and repairs to ensure that works are planned and delivered in line with the void standard, procedures, and timelines and to monitor and report on the progress of works.

To deliver a customer-focused void service, in a timely, cost-effective and safe manner, in line with budgets and legislative requirements and to maximise productivity and performance.

MAIN JOB PURPOSE:

This role has the responsibility for the organisation and coordination duties of the Voids Service including, but not limited to, managing and coordinating deadlines, dealing directly with key internal and external stakeholders including void contractors and ensuring compliance with legislative requirements.

To be responsible for the scheduling of void works creating maximum efficiency, ensuring key performance indicators are maintained to the desired level. To support the Void Contract Manager in the planning and execution of void works.

DUTIES AND RESPONSIBILITIES:

- Ensure that all voids' tasks are completed within set timescales to comply with policies and procedures as well as the voids standard. This includes working with both internal and external stakeholders to ensure that voids are delivered within agreed timeframes and to the desired quality of workmanship.
- To liaise with external contractors, suppliers and utility companies concerning all associated void works.
- To raise void works orders, monitor and coordinate the progress of the void works and take follow-up action where needed.
- To manage and deal with payments including, arranging purchase orders, checking and processing variation requests, processing invoices within required timescales, checking SOR data escalating concerns to line management.

- Use advanced data analysis skills (primarily Excel) to identify and challenge poor performance and escalate serious concerns to line management.
- To schedule, programme and coordinate void works, ensuring maximum efficiencies are met by contractors.
- To have regular communication with contractors and BMSDC Surveyors throughout the working day ensuring void target dates are met and the desired Key Performance Indicator targets are achieved.
- To be the main point of contact for contractors, customers, and stakeholders regarding void properties.
- Respond promptly to queries regarding existing or post-void properties.
- Attend internal housing voids meetings and report on void performance, contract management, and statistical data, including turnaround times.
- Support the Voids Contract Manager by preparing performance reports, business analyses, and weekly progress updates.
- Produce written correspondence such as agendas, minutes, memos, letters and reports, and arrange meeting bookings as required.
- Attend contract meetings, contributing to performance management and undertaking minute-taking.
- To undertake all duties with due regard to Health & Safety legislation.
- Ensure all health and safety and compliance requirements are prepared in advance and ordered/authorised.
- To resolve issues with gas and electric meters to ensure adequate supply during void period.
- To ensure that voids are managed and resourced effectively and that the service is both proactive and customer centric.
- Coordinate all internal and external clearances as well as void cleaning.
- To assist the Voids Contract Manager in maintaining void expenditures within budget and providing a value-for-money service.
- To support BMSDC Surveyors on Inspections and supporting complaints coming out of the back of a Void. In addition, attend BMS meetings contributing to all aspects of void performance including minute-taking.
- To bring forward suggestions for service improvement, to assist with developing processes and training sessions and working groups where needed.
- To make outgoing calls to facilitate the collection of information on tenants and service users concerning their satisfaction with the services provided by the Void Service and contractors.
- To be responsible for compiling the 'void pack' ready for handover to relevant housing officers.
- Record keeping, filing and data entry to ensure accurate records are maintained, filing and retrieving documents within established paper and electronic systems.
- To answer, action and resolve telephone and face-to-face enquiries, acting as an advocate for customers following up on matters that cannot be dealt with immediately as well as assisting tenants and other service users in the completion and checking of service requests and enquiry forms.

- 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 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.

<p>REQUIREMENTS The post holder must be able to demonstrate:</p>	<p>MEASURED BY: A Application form I Interview T/P Test/Presentation</p>
<p>EDUCATION/TRAINING <i>(Academic, vocational/professional and other training)</i></p>	
<ul style="list-style-type: none"> • HNC or equivalent in a construction-related subject desirable. • CIH Level 4 desirable • HHSRS training • A good standard of education with a GCSE (or equivalent) in English and Mathematics at level C or above or the ability to demonstrate suitable work experience necessary for delivering the role. • NEBOSH Certificate in Health and Safety 	<p style="text-align: center;">A</p>
<p>KNOWLEDGE & EXPERIENCE <i>(e.g., report writing, office experience, Microsoft Office)</i></p>	
<ul style="list-style-type: none"> • Experience of having previously worked within a Void or Repairs and Maintenance environment is desirable. • Void property processes • Raising and scheduling jobs • How to collate, analyse and provide basic reports on operational data • Demonstrable relevant Office experience. • Computer literate with excellent literacy and numerical skills. • Good understanding of Microsoft and Housing IT packages, especially Outlook, Microsoft Excel, Total Mobile and Open Housing • Demonstrable experience working in a multi-disciplinary project team. • Demonstrable experience in gathering, analysing, and interpreting complex technical data. • Experience in building maintenance terminology. 	<p style="text-align: center;">A / I</p>
<p>SKILLS/ATTRIBUTES <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i></p>	
<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 Business Support • 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 and a tactful approach to problems handling 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. • Good coordination and organisation skills. • The ability to work independently with some supervision and support and manage own workload and that of a team to ensure objectives are met. • A willingness to learn and develop. 	<p style="text-align: center;">A/I</p>

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



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.