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##  Job Description

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| **Department:** | Regulatory Services |
| **Division/Section:** | Place and Economy |
| **Job Title:** | Voids Officer |
| **Post No:** | 10405, 10406 |
| **Grade:** | 8 |
| **Reports to:** | Housing Compliance Manager |
| **Organisation Chart:** | Housing Compliance ManagerVoids Officer x2Operations Support AssistantSenior Housing Compliance OfficerHousing Compliance Officer x5Empty Homes Officer |
| **DBS Check applicable?** | Basic ☐ Standard ☐ Enhanced X None ☐ |
|  | Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions? Yes ☐ No X |
| **Line Management responsibility for:** | No direct reports |
| **Size of budget:**  | No direct budgetary responsibility |
| **Job Purpose:** | * Undertake all of the functions of a repair and voids service to bring property assets back into use
* Operate the void repairs and maintenance programme with the aim to reduce the period of time which void properties sit unoccupied
* Work with the Housing Compliance Manager to set targets and monitor performance of the void repairs function to ensure legal and contractual compliance and quality service delivery.
* In conjunction with other members of the Regulatory Services team, Property Management team and Housing Needs service, agree and develop a suite of operational reports to be provided on a daily, weekly or monthly basis with the aim of driving continuous improvement and provision of accurate property data.
* Within the scope of your role, assist with the collection, validation and analysis of data necessary to achieve compliance with relevant standards and legislation.
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| **Duties and Responsibilities** | 1. Work with your Housing Standards, Housing Needs, and Property Management colleagues to ensure repairs, planned maintenance, cyclical works and compliance services are all seamlessly delivered.
2. To ensure that accurate information relating to the void maintenance and repairs service is sourced, collated and kept up to date through effective monitoring and inputting of data.
3. Support the procurement and administration of contracts for the void maintenance and repairs service, ensuring compliance of statutory and regulatory requirements, and updating registers.
4. Operate appropriate supplier and contractor management systems ensuring they meet their obligations and achieve the agreed Key Performance Indicators.
5. Deliver the void maintenance and repairs service in accordance with legal requirements, best practice and designed in consultation with customers and other stakeholders.
6. To operate in accordance with the void maintenance and repairs service policies and procedures and make recommendations to the Housing Compliance Manager where improvements could be made.
7. Provide void maintenance and repairs information and reports in a variety of formats, obtain information from contractors, and provide performance information for monitoring purposes.
8. Monitor the progress of repairs and maintenance to void properties to ensure works are completed promptly and in accordance with required standards.
9. Produce accurate reports and data to ensure the organisation is compliant with housing related legislation and best practice and make recommendations as required
10. Support the development and implementation of the Council’s Asset Management Strategy, by participating in gathering reliable stock condition data upon which to plan future financial investment requirements.
11. Update computer software applications to ensure stock condition and other property attribute information is updated on a regular basis following site inspections or upon completion of repairs and improvements.
12. To manage computerised systems ensuring their effective use and take appropriate steps to protect data integrity and comply with the ICT security policy.
13. Working in conjunction with the Housing Compliance Manager, develop annual repairs budgets for maintaining individual properties, together with providing input to a long term planned maintenance programme to ensure the housing stock is always maintained to the agreed standard.
14. Oversee the monthly management accounts; control the voids and repairs budget, projecting costs, ensuring value for money and the effective use of financial resources.
15. Carry out pre-inspection of repairs to tenanted and void properties within defined timescales, set targets, schedule repairs and raise orders to the appropriate contractors.
16. Carry out post inspections of completed repairs to tenanted and void properties to ensure work is satisfactory and to the required standard and authorise supplier’s invoices in accordance with Delegated Authority.
17. Produce action plans for unavailable to let voids and report proposals and costs to the Housing Compliance Manager for approval.
18. With reference to other colleagues or external advisors, obtain specialist reports and quotations relating to more complex repairs e.g. damp ingress or structural issues.
19. Monitor the performance of contractors and suppliers in accordance with the agreed standards and arrange regular progress review meetings working through an agenda to examine all aspects of performance. Make recommendations to the Housing Compliance Manager for actions to be taken to address any identified weaknesses.
20. Working in conjunction with the Compliance and Asset Management Officer, ensure that H&S compliance requirements are dealt with promptly and any issues identified are formally logged for subsequent remedial action.
21. Participate in newly acquired property handover inspections and ensure that all work is completed to the required standard and certificates and warranties are included in the necessary H&S and O&M manuals.
22. Ensure that notices / issues raised from Statutory Bodies are complied with at all times and that the relevant information systems are updated to record actions and outcomes.
23. Ensure the procurement and authorisation of works and services complies with the Council’s Contract Regulations, Financial Regulations and Standing Orders.
24. To ensure that all contractors and suppliers under the post holders’ responsibility are aware of the Council’s business objectives, plans, equalities framework, policies and procedures and are focussed on their achievement and implementation.
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| **Generic Responsibilities:** | To carry out all responsibilities with regard to the Council’s Equalities Policy and Procedures and Customer Care Policy.To comply with all Health & Safety at work requirements as laid down by the employer.The Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment. |
| **Flexibility Clause:** | Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Council’s other sections or departments. |
| **Variation Clause:** | This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the post holder.In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation. |

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| Version: 1.0 | Date Issued: February 2025 | Review Date: February 2027 |

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| **JOB TITLE:**  | Voids Officer | **POST NO:** | TBC |
| **GRADE:** |  | **DEPARTMENT:** | Place and Economy |
| **HOURS** | 37 |  |  |
| **DIVISION:** | Regulatory Services | **DIRECTOR:** | Adrian Chapman |
| **DATE:** | 06/02/2025 | **COMPLETED BY:** | Jonathan Gritt |

| **ATTRIBUTES** | **ESSENTIAL CRITERIA** | **DESIRABLE CRITERIA** |
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| **KNOWLEDGE** | A thorough understanding of current issues affecting social housing and private housing provision in inner city areas. *(A&I)*A working knowledge of the Housing Health and Safety Rating System Regulations 2005. *(A&I)*A working knowledge of the Housing Act 2004. *(A&I)*A working knowledge of the Gas Safety Regulations 1998. *(A&I)*A working knowledge of the Electrical Equipment (Safety) Regulations 1994. *(A&I)*A working knowledge of the Regulatory Reform (Fire Safety) Order 2005. *(A&I)*The Smoke and Carbon Monoxide Alarm (England) Regulations 2015. *(A&I)*A working knowledge of Furniture and Furnishings Regulation 1993. *(A&I)*A working knowledge of the Energy Performance of Buildings Regulations 2014. *(A&I)*A working knowledge of Houses in Multiple Occupation (Management) Regulations 2009. *(A&I)*A working knowledge of the Landlord and Tenant Act 1985. (Section 11 Repairs and Maintenance). *(A&I)* Customer focussed with an understanding of the need to respond holistically to the needs of vulnerable clients. (A/I) | A working knowledge of Part VI & VII of the Housing Act 1996 as amended by the Homelessness Act 2002. *(A&I)*An understanding of the Homelessness Reduction Act 2017. *(A&I)*A working knowledge of legislation on lettings, homelessness, security of tenure, tenants rights including codes of guidance, case law and good practice. *(A&I)*Familiarity with Housing management information systems *(A&I)*The Council’s responsibilities and strategies to identify and address increasing levels of demand for housing needs services. *(A&I)* |
| **SKILLS & ABILITIES** | Communications approaches to instil an open workplace culture and confidence amongst colleagues, partners and senior management. *(A&I)*Ability to analyse complex issues and written material quickly, to think creatively about problems and identify solutions. *(A&I)*Positive behaviours in dealing with people, problem-solving and matching effort to job demands. *(A&I)*Excellent self-organisation. *(A&I)*Numerate to understand and act on budget and service performance reports. *(A&I)*Ability to plan, prioritise and delegate work and achieve tasks within tight deadlines. *(A&I)* Ability to effectively use a range of IT applications including databases, word processors and spreadsheets. *(A&I)* |   |
| **EXPERIENCE** | Experience of managing and handling financial information and budgets. *(AI)*Experience of complex management report writing to achieve a variety of outcomes within the scope of the role. *(AI)*Experience of writing policies, procedures and processes within the scope of the role*. (AI)*Experience of procuring and managing construction and maintenance contracts. *(AI)*Experience of adhering to contract compliant service delivery including meeting KPI’s. *(AI)*Experience of analysing, monitoring and developing information management systems to improve service delivery. *(A&I)*Service development and delivery that meets the needs of a diverse range of clients amidst pressures from a range of advocacy organisations. *(A&I)* | Experience of working in supported housing, care sector or social housing. *(AI)*Experience of working in a similar role in a Local Authority or Housing Association.Evidence of how to develop a property Asset Management Strategy. *(AI)* |
| **QUALIFICATIONS** | Degree level qualification relevant to the area worked in or equivalent demonstrable experience in a relevant environment. *(A)*Evidence of continuing personal/professional development. *(A&I)* | A recognised Technical or Management Qualification. *(A&I)*IOSH Managing Safely and/or NEBOSH qualification *(AI)* |
| **PERSONAL CIRCUMSTANCES** | Able to work outside of normal office hours including occasional weekends and bank holidays. *(A&I)*Willingness and ability to travel in line with requirements of the post. *(A&I)* |   |
| **EQUALITY** | Candidates must demonstrate understanding of, acceptance and commitment to the principles underlying equal opportunities. (A & I) |  |
| **CUSTOMER CARE** | Knowledge and understanding of effective customer care (A & I)The ability to explain the application of modern approaches to customer care to a housing service and how this can be achieved through team leadership. *(A&I)* |  |

*At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (AI) Application / Interview, (P) Presentation, (W) Written Test.]*