

**WOKING BOROUGH COUNCIL
JOB PROFILE**



Job Description

Job Title: Housing Voids Assistant

Pay Grade: W2

Directorate: Communities

Team: Housing Assets

Reporting to: Housing Voids Manager

Budgetary Responsibilities:

- Staff - £N/A
- Other Direct – N/A
- Other Indirect – £N/A
- Total £N/A

Job Purpose:

As part of the Housing Assets Team provide strong technical administrative support undertake in accordance with operational duties associated predominantly within the voids (empty homes) team and support other areas within the department when required.

- Maintain all voids records/data, certification for all statutory and regulatory requirements, updating system records, liaising with contractors, monitoring workflow systems and providing data for inclusion in performance monitoring reports.
- To be responsible for issuing all relevant correspondence to contractors, suppliers, and internal teams as part of the asset management and function.
- Manage data in accordance with the Council and departmental procedures including the migration to digital record keeping.
- Ensure that our residents receive an excellent and responsive customer experience and service.

WOKING BOROUGH COUNCIL JOB PROFILE

Main Tasks:

1. Undertake and manage the technical administration for the Voids team.
2. Ensure that all void specifications and work orders are processed and recorded, and all enquiries are dealt with in a timely, professional manner.
3. Liaise directly with contractors and residents, providing a professional and friendly service that meets the agreed service levels while managing residents' expectations.
4. To build and maintain strong working relationships with the Council's Housing Asset team and the wider council's teams. Particular focus on maintaining and providing continuous improvement to the voids service and relationship with contractors.
5. Check certification and keys and correspondence are received and recorded in a timely manner and to an acceptable quality standard.
6. Answering the voids enquiries emails, calls as appropriate. Using own initiative when dealing with a range of subjects in a professional and efficient manner.
7. Undertake inspections at void properties and complete non technical specifications of work in line with the contractual requirements to support the Voids Project Manager when required to do so.
8. Be responsible for ensuring void properties utilities are active by working with gas and electricity suppliers to ensure properties have live gas and electric prior to issuing works schedule to contractors.
9. Be responsible for arranging Asbestos Surveys, clearances and environmental cleans when required. Working with contractors on collection and drop off of keys.
10. Responsible for maintaining how to guides/process maps for the voids department.
11. To liaise with contractors/Housing commercial Team to get approval for orders/VO's.
12. To work with contractors and tenants on after let repairs and void recall works and see these through to ensure customer satisfaction and supporting the Voids Project Manager in overseeing these works.
13. To maintain and update the voids property database, produce reports and undertake analytical integration of data when required.
14. To arrange internal meetings including the booking of meetings and taking of minutes for various meetings as required by the Manager.
15. To support the Voids Project Manager in updating internal teams on void status and progress and deputising, where appropriate for the Voids Project Manager when required.
16. Work cross departmentally working, where required to provide administrative support to the Voids/Housing Assets Team.
17. Updating of Customer Relationship Management (CRM) system to manage and track void progress.
18. Ensure Value for Money is achieved through effective management of contractors.

**WOKING BOROUGH COUNCIL
JOB PROFILE**

19. Maintain a good working knowledge of legislation/guidance and changes affecting delivery of building safety, asset management, repairs and maintenance services that might impact the Housing Service and Council. To represent and promote the Council's interests as they relate to the Council's housing stock amongst other agencies, contractors, and organisations etc, and to promote good relationships and joint working initiatives to achieve Council's objectives.
20. Engage with regular service audits ensuring that any issues are escalated and addressed in a timely manner and good practice is effectively shared throughout the service to ensure continuous improvement.
21. Work within Woking Borough Council policies and procedures

People Management: N/A

Service Management: N/A

Financial Responsibility: N/A

Other Responsibilities:

To undertake other duties which may arise or as may be delegated from time to time, commensurate with the skills required for this post.

**WOKING BOROUGH COUNCIL
JOB PROFILE**

Person Specification

Key:

E = Essential, D = Desirable,

A = Application Form, I = Interview, P = Presentation, T = Test

Please list as required.

Criteria	Standard	E/D	Measure
Education & training	<ul style="list-style-type: none"> • Educated to 'A' level or equivalent level or vocational qualification. 	E	A
	<ul style="list-style-type: none"> • Working knowledge of building defects and the ability to identify solutions and remedial works. 	E	A
	<ul style="list-style-type: none"> • Qualification or working towards a qualification in a construction field. 	D	A
	<ul style="list-style-type: none"> • Completed training in health and safety fields, such as, asbestos awareness, fire safety, etc. 	D	A

**WOKING BOROUGH COUNCIL
JOB PROFILE**

Experience	<ul style="list-style-type: none"> • Experience of working within Social Housing • Experience of managing maintenance contractors • Understanding of Schedule of Rates and how to apply them. • Excellent internal and external negotiation and influencing skills. • Excellent communication skills – both written and oral. • Proven ability to develop and maintain effective relationships. • An ability to develop and deliver services to meet the needs and aspirations of the customers and service users. • Ability to prepare clear specifications of works • Ability to work well under pressure and work to statutory deadlines. • Strong to excellent analytical skills and accuracy in work with an eye for detail. • Ability to prioritise and organise work with minimal supervision. • Ability to work on own initiative as well as part of a team. • Use of Microsoft IT Systems 	<p>D D D E E E E E E E E E E E E E</p>	<p>A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I</p>
Special Requirements	<ul style="list-style-type: none"> • Occasional requirement to work outside normal office hours (including early morning or evening working) • Occasional requirement to attend external meetings. • Commitment to implement and promote the Council's Diversity Policy. 	<p>E E E</p>	<p>I I I</p>

**WOKING BOROUGH COUNCIL
JOB PROFILE**

Candidate Screening

Does Rehabilitation of Offenders Act 1974 apply?	No
Disclosure and Barring Service check required?	Yes
If yes, what level?	Basic
Is this a Politically Restricted Post?	Choose an item.
Does this role have emergency responsibilities?	No Choose an item.

Role Map

Behaviour	Level Required (1-4)
Shaping our Future	2
Leading our People	2
Delivering for our Customers	3
Making Change Happen	2
Team and Partnership Working	2
Communicating Openly	2
Performance Management	2

Please refer to the Council's Behavioural Framework for examples and indicators of the expected behaviour required at each level (this will be attached as a document to each job advert).