

JOB DESCRIPTION

Job Details			
Job Title:	Voids Team Leader		
Team/Department:	Maintenance		
Reports to:	Voids Manager	Location:	Regional
Appointment period:	Permanent	Hours:	37.5

Job Purpose

Manage the operational delivery of the Voids function, ensuring planned and responsive Void works are carried out efficiently and effectively, on time and within budget.

Main Duties & Responsibilities

- Provide an efficient, responsive and quality property Voids service ensuring the void works are carried out promptly and repair times are minimised.
- Deliver Bedspace standards in the quality and appropriateness of work carried out by quality controlling the work of the Voids Team and sub-contractors.
- Ensure all voids are presented in accordance with the Company's lettable standard.
- Manage daily deployment, scheduling and management of voids operatives and sub-contractors.
- Closely manage and develop value for money contractor relationships; negotiate contractor rates; monitor contractor performance; determine who should perform contractor tasks; terminate contractor relationships where performance is below acceptable standards; ensure produce estimates & quotes for required works always ensuring value for money.
- Ensure all contractors attending the site have been authorised to carry out work and have relevant DBS clearance; ensure that guidance has been issued to the contractor on appropriate conduct whilst undertaking works.
- Work with third parties to ensure that contractors not immediately reaching the threshold for use are assisted to achieve relevant standards.
- Identify and communicate recharge information which will be used to create an invoice for the cost of repair work.
- Work collaboratively with colleagues across the business to ensure that the Voids Team is seen as a proactive and effective function.
- Ensure ReMaS & ARTHUR is kept up to date (property details, job details, dates, comments etc) ensuring information relating to repairs and maintenance is accurate and up to date.
- Develop improvements to the Company's property voids function and collaborate with the regions to successfully deliver results.
- Resolve complaints and dissatisfaction, both internally and externally, with the ability to confidently challenge and resolve difficult issues with a satisfactory outcome.
- Ensure that safe systems of work are in place to mitigate risks and meet the requirements of Health and Safety legislation.
- Conduct all activities in a manner in line with the company's vision, promoting good external relations and a positive image of the company.
- Responsible for meeting individual performance targets as agreed with the post holder's manager.
- Have due regard to equal opportunities and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all cultures.
- Observe and maintain strict confidentiality in respect of Service Users, clients, and all company information.

The above list of responsibilities is not exhaustive, and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager. This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of the responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

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This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

		Essential / Desirable	How Assessed
Qualifications			
	Level 3 in a relevant discipline	D	A
	Experience of working in a Housing/Property Maintenance role.	E	A/I
	Experience of working in a similar industry	D	A/I
	Satisfactory DBS clearance	E	O
Knowledge			
	Experience of managing property Voids and maintenance.	E	A/I
	Experience of property maintenance planning and administration	E	A/I
	Contractor management	E	A/I
	Experience of delivering value for money	E	A/I
Skills			
	The ability to interpret legislation and resolve and implement complex issues and procedures with minimal direct supervision	E	A/I
	Proven ability to manage cost efficiencies and budgets	E	A/I
	Ability to analyse and process schedule of work activities	E	A/I
	A flexible approach to work and a capability to work under pressure to deadlines	E	A/I
	Excellent communication and interpersonal skills	E	A/I
	Ability to work in partnership with others to forge effective working relationships	E	A/I
	Competent level and experience in IT skills, good knowledge of Microsoft office	E	A/I
	Ability to work under pressure and identify priorities.	E	A/I
	Ability to work within a team and relate to wider service and organisational aims and objectives	E	A/I

Essential/Desirable:

E = Essential: Requirements without which the job could not be done. D = Desirable: Requirements that would enable the candidate to perform the job well.

How Assessed:

A = Application

I = Interview

OM = Other Means (e.g. presentation, test, etc.)

JOB DESCRIPTION

Mandatory Training	Frequency	Delivery Method
Company Welcome Day	Once	Face to face
Health & Safety	Yearly	E-Learning
First Aid & Fire Awareness	Yearly	E-Learning
Asbestos Awareness	Every 2 years	E-Learning
COSHH & IOSH	Every 2 Years	E-Learning
Risk Assessment	Once & when required	E-Learning
Drug and Alcohol Awareness	Once and when required	E-Learning
Display Screen Equipment	Yearly	E-Learning
GDPR	Every 2 Years	E-Learning
Equality and Diversity	Every 2 Years	E-Learning
Safer Recruitment	Once & when required	E-Learning