



Everyone deserves
a safe place to
call home.

Company Limited by Guarantee number 1741926
Charity Number 287779
Registered in England as Single Homeless Project



Single
Homeless
Project

Job title:	Void Officer
Delegated Authority:	Level 7
Team:	Housing Services
Responsible to:	Maintenance Manager
Responsible for:	N/A

Job purpose



The post holder will work collaboratively within the Property Services Team, delivering a centralised programme of void and maintenance support to SHP's accommodation services. Through effective coordination and communication with internal and external partners, to achieve void performance standards, and reduce financial impact of income loss through void loss.

To achieve best practice and value for money through partnership working with registered providers, and maintenance contractors. Ensure works are carried out within agreed timescales, to the required quality, maintaining compliance with Health and safety requirements. Record, monitor and communicate progress to clients through SHP's integrated online client and service portals, and provide progress updates against Performance Targets to Senior Management.

To improve and maintain the condition of the buildings that provide accommodation for clients, in line with building standards and our physiological informed approach.

Key accountabilities

Void Management (management of empty accommodation units)

- To liaise with service managers and teams, to identify and respond to planned and unplanned void notifications, achieving performance targets for void turn around.
- To assist service teams with pre-void and void inspections, ensuring that any maintenance, decoration, cleaning needed has a booked appointment, and any replacement furniture is ordered. To also work with teams to coordinate scheduling and property access for works to be carried out
- To liaise with registered providers, approved suppliers and procured contractors to ensure that void repairs and redecoration is completed on schedule, within agreed budget.
- To generate repair orders via our online Housing Management system, allocate jobs to approved suppliers achieving best value for money.
- To keep comprehensive notes of all works and communications with RP's, to ensure that SHP can evidence liability in the case of needing to seek compensation for void losses.
- To ensure any risk assessments required for the works are provided ahead of works commencing.
- Identifying voids that require major works which are the responsibility of our Registered Providers, liaising with them to ensure target completion is met, and ensuring that any overdue works are correctly recorded, seeking provider agreement for management void, reducing void loss to SHP.
- To ensure that all void works and progress is comprehensively recorded in the online housing management system, and services are updated, to ensure units can be re-let without delay upon completion of works.
- To ensure that legally required void safety checks are completed, and certificates provided to Service Managers in advance of client's move in.
- To inspect site and completed works to ensure quality standards, and that any substandard works are addressed.
- To ensure that any voids works due to decommission and hand back are agreed upon joint inspection with the Registered Provider, and completed to agreed standards, and that hand back can be completed to agreed timescales.

Maintenance Support

-
- To work collaboratively to support the wider Maintenance and Health and Safety Teams where needed by assisting progress with non-void maintenance requests as requested by the Maintenance Manager, where capacity allows.
 - Where supporting with non-void maintenance to ensure communications with clients and/or services to facilitate adequate notice and access arrangements.

Information Management

- In line with SHP's client contact recording policy and procedure to record all client contact appropriately and accurately on the SHP business systems.
- To ensure that all repair orders, and communication is recorded on online Housing Management system to provide detailed reports on works progress.
- To share information appropriately with colleagues and others involved with individual clients within the confines of the confidentiality policy and procedure and in accordance with data protection.
- To ensure compliance with document controls in accordance with ISO9001.
- Feedback weekly void updates in accordance to support the Maintenance Manager in monitoring organisational void turnaround.
- Maintain accurate records in the housing management system of the different stages of void works (e.g. pre-void inspection, tenant move out date, ready to let date) to ensure that accurate reporting and monitoring by senior management reflects actual demand and current status.

Partnership Working

- To ensure contract and compliance in relation to existing agency and management contracts.
- To work in partnership with other SHP staff, our Registered Provider partners, and other stakeholder organisations to coordinate and share information to ensure the provision of an effective and joined-up service which meets the needs of our clients.
- To take personal responsibility for a professional approach that enhances the reputation of the service both internally and externally and meets the organisational code of conduct.
- Support the Maintenance Manager in brokering and developing void contract arrangements with maintenance suppliers specifying in void works only.
- To monitor and update the database with contact details and approved parameter of works and agreed pricing schedule.

General Data Protection Regulation

- To comply with internal GDPR policies with regards to management of client data.

Customer Services

- To promote and encourage use of the complaints, and anti-social behaviour reporting procedures to ensure our clients voices are heard.
- Liaise with clients, SHP staff, and Registered Providers and appointed contractors to ensure an effective responsive repair and maintenance service ensuring our properties are well presented and maintained.
- To respond to enquiries, complaints, incidents, safeguarding, reports of anti-social behaviour in a sensitive and a professional manner.

Health and Safety

- Take responsibility for compliance with the organisational Health and Safety policy and procedure, to ensure personal safety and that of clients, colleagues, contractors and other visitors at all times, reporting all concerns immediately.
- To carry out Health and Safety checks and undertake annual fire and property risk assessments, report and follow up all required actions in a timely fashion.
- To liaise with staff, Registered Providers, clients and contractors to ensure landlord health and safety compliance requirements can be met, and to take appropriate action against clients that breach their Tenancy requirements to provide reasonable access.

Safeguarding

- Take responsibility for compliance with the organisations safeguarding policy and procedure, ensuring appropriate action, reporting and recording.

Client Participation

- Liaising with staff to facilitate access to involvement and partnership working opportunities for clients, developing alternative ways in which to involve residents, particularly for those we have found it hard to engage with us.

Financial Management

- To comply with SHP finance procedures, adhering to expenditure authorisation limits, and striving to achieve best value for money.
- Where required, coordinate the delivery of materials for SHP mobile caretakers and/or contractors to support in the undertaking of repair works.

Miscellaneous

- SHP is at discretion to amend your responsibilities and, in addition to these, you may be required to perform other duties as may be required for the efficient running of the organisation.
- To create inclusive working environments and cultures to enable colleagues and clients to feel safe and empowered to achieve their full potential.

Technical and professional know-how needed for position

When completing your application, you will be required to address (using examples) some of the points below

Experience and Knowledge

- Experience of ensuring safe working practises for self and others, adherence and compliance to guidelines, policies and procedures.
- An understanding of the financial impact of ineffective void or maintenance processes, and demonstrate an innovative approach to reduce waste, achieve best value for money, and reduce void loss.

Skills and Abilities

- Proven ability to manage and prioritise a busy workload, working to meet competing deadlines, and achieving challenging targets.
- Ability to be self-motivating and able to work on own initiative.
- Proven ability to identify day to day and major maintenance issues and void repair work requires, creatively and effectively problem solve, and take appropriate action to achieve most resilient and cost-effective solution.
- Excellent communication skills, to facilitate effective liaison with internal and external partners, negotiating and communicating clear, concise and effective specifications, prompt processing of any issues or concerns.
- Ability to understand the support needs of SHP's clients, manage their expectations and confidence to communicate effectively in delivering an effective maintenance and void management service, including managing dissatisfaction.
- Proven strong administrative skills, including ability to use computer systems to communicate progress record and monitor voids and repair work and measure performance.
- Ability to work flexibly as part of the team, to ensure effective service provision, and achievement of performance targets.