

Voids Officer Job Description

Our Vision

We provide
excellent
services to
customers

and build
new homes
to help more
people.

We make
sure our homes
are safe and
sustainable

and strive to do
more by making
the most of our
resources.

About Paradigm Housing Group

Paradigm Housing Group is one of the South East's leading housing providers. We manage more than 15,000 homes across 33 different local authorities.

At Paradigm, we work hard and strive for excellence. In return we offer a great place to work and an attractive range of benefits, including a Health Cash Plan, bonus potential, a competitive pension scheme and 25 days holiday plus 3 days closure at Christmas.

We welcome applications from all sections of the communities we work in.

Our Values

Safer Together

The safety of our customers, colleagues and ourselves is a priority in everything we do.

- Putting safety first •

Driving Improvement

We seek to do things better and deliver value to our customers.

- Commercial and financial awareness • Change and innovation • Delivery focus •

Being Clear

We will communicate in a clear and consistent manner so that our customers, colleagues and stakeholders understand the high standards that we work to.

- Managing information • Communication • Planning and organisation •

Acting thoughtfully

We make ourselves aware of our customers' and colleagues' circumstances and consider this thoughtfully and respectfully, and with attention to the impact on the environment when taking action.

- Involvement and inclusion • Customer focus • Integrity and respect •

Working As One

We work collaboratively with others and take personal responsibility for delivering outcomes for our customers, colleagues and stakeholders.

- Teamwork and collaboration • Developing self and others •

**PARADIGM HOUSING GROUP LIMITED
JOB DESCRIPTION**

Post: Voids (Empty Properties) Officer

Direct Reports: None

Regular Contacts: Paradigm Customers
Voids Operation Manager
Senior Void Technicians
Void Technicians
Regional Housing Teams
Sub-Contractors and Partner organisations
Asset Management Team
Utility Companies
Suppliers (Materials etc)
Customer services team
Compliance team
Gas team

Responsible to: Assistant Voids Manager

Job Purpose:

To be accountable and take full ownership of comprehensive workload management for the void repairs team, planning, scheduling and tracking progress of works ensuring that works have been completed including all mandatory compliance tests before handing properties back for letting.

To provide efficient and effective administrative support to the Voids Technicians, managing the stock portfolio of empty properties including, raising works, purchase order approval, voids dashboard updates and ordering required materials to proactively ensure the best use of our Direct Labour Operation (DLO).

To minimise void rent loss through effective void management, in line with our void standard, procedures, lettings standard and report on void repairs performance highlighting any blockages that would impact completion of voids.

To act as a key contact for the regional housing teams taking full ownership of queries related to void properties as well as ensuring that relevant documentation including void specifications, Gas safety certificates, EICR's, asbestos reports and EPC's are provided to facilitate successful tenancy signups.

Key Accountabilities:

- To be responsible for void properties and effectively administrate all the repairs functions. To take responsibility for ensuring that all work is scheduled to be carried out in the most time effective manner for maximum efficiency.
- To effectively administer the repairs process to include call handling, diagnosing faults, raising jobs, allocating and issuing jobs, managing Works In Progress (WIP), completing repair works in a timely manner.
- To administer the voids process effectively to minimise void periods and costs through effective workload management of our DLO. To include raising and allocating repairs and track sub-contractor progress on works to ensure completion with required timescales
- To be responsible for the administration function to the team required when handing back a property to include ensuring that all required jobs have been completed.
- Identify and manage risks associated with the repairs process for void properties including compliance, customer and financial risks to the business.
- Maintain effective working relationships with all process stakeholders and service providers ensuring that the void repairs process is tracked for all empty properties whilst providing void dashboard updates.
- Accountability for ensuring all properties handed back for letting remain compliant at all times by keeping up to date record of all electrical safety reports (NICEIC), Gas safety reports (LGSR), EPCs and Asbestos. Carrying out periodic data audits as required.
- Ensuring the delivery of an excellent customer service to all process stakeholders

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- To identify and flag properties which may no longer be financially viable to retain or repair for referral to asset management teams to agree appropriate outcomes.
 - Investigate and respond to any queries, complaints raised, concerns and customer feedback within agreed standards and policy.
 - To work as part of the voids team to ensure all properties across our regional bases are repaired, compliantly and within acceptable performance parameters
 - Any other administration tasks required by the Voids repairs team on an ad hoc basis.

Level of Authority:

- Manage void repairs workload effectively, determining prioritising and tracking completions and handing back properties for letting
- Raise purchase orders to service contractors in line with budgets and scope of works
- Ensure that all compliance documents relating to void properties are issued to relevant stakeholders
- To arrange appointments in the most time efficient, cost-effective manner and in accordance with relevant customer care standards
- Respond effectively to complaints / disputes according to Paradigm's Customer Care standards
- Collate repair data ensuring that the void dashboard is up to date for reporting purposes.
- Make decisions with reference to policy as necessary to find a positive conclusion
- All void properties remaining fully compliant at all times before hand back
- Prepare reports as required for Voids Operation Manager to enable clear handling of complaints, concerns and enquiries.
- Ordering any required materials /parts within authorised values

Required Outcomes from Post:

Success in this post will be measured by:

- Reduced void repair days across the business through best use of our DLO
- Reduced void rent loss and void management costs through efficiencies year on year
- Provision of management and performance information and reports relating to void repairs completion including timescales, cost and timesheets
- Identification and implementation of proposals to increase the efficiency of the void repairs service
- Identification and development of new ways of working to capitalise on legislative and regulatory changes.
- Ensuring the accurate completion of repairs on frameworks and responsible for the accuracy of data collected
- Reduction in the number of complaints relating to completion of works and information provided about void repairs at property hand back
- To challenge void repair costs and processes to ensure overall void repair costs are reduced
- 100% compliance for all properties and achievement of agreed quality targets
- Contribute to Improved customer satisfaction

Person Specification

In addition to fulfilling the role in a way that reflects our values, the attitudes and behaviours we expect from all staff and corporate objectives, this role requires the following:

Essential criteria = (E)

Preferred criteria = (P)

- Experience of working within a void management environment, repairs management or lettings service (E)
- Knowledge and experience relating to maintenance/repairs services (E)
- Experience of contractor management, especially in relation to property repairs (E)
- Previous experience of working closely with customers in a customer service environment (E)
- Knowledge of the documents required to ensure a property remains health and safety compliant. (E)

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- Ability to make decisions that will ensure customer satisfaction as well as business objectives are met. (E)
 - Ability to negotiate repair costs with sub-contractors (E)
 - Ability to take responsibility for and clearly demonstrate your own performance and report outcomes to managers and colleagues (E)
 - High level of IT skills, literacy and report writing (E)
 - Positive approach to delivering an excellent customer experience (E)
 - Organising personal workload to maximise effectiveness (E)
 - Self-motivated, assertive and confident and willing to take responsibility for your own workload whilst ensuring team objectives are also met. (E)
 - Ability to build constructive & professional working relationships with all working partners (E)
 - Positive and practical approach to problem solving (E)
 - Experience of working in a pressurised environment (E)
 - Strong negotiation and communication skills – verbally and in writing (E)
 - Comfortable working with data including basic financial calculations, with an eye for detail (P)
 - Technical or professional qualification in a property or housing related field (P)