



HILLINGDON

LONDON

Job Profile

JOB TITLE: Void Co-ordinator

GRADE: Scale 5

POST NO: 25205

JOB TIER: 5

DBS CHECK: Not required

GROUP: Residents Services

SERVICE: Repairs

REPORTING STRUCTURE

Reports to: Voids Manager

Direct Reports: None

Indirect Reports: None

ROLE PURPOSE:

To co-ordinate the scheduling of all void Council property inspections and repairs to ensure that works are planned and delivered in line with Council procedures and to monitor and report on the progress of works; reporting to the Team Leader and working closely with the Void Clerk of Works.

A. Job Description

1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

2. People Management

- No direct supervisory responsibility however may be requirement to assist in induction and training of peers, new employees and apprentices.

3. Operational Service Delivery

- To work closely with the Voids Manager, Void Clerk of Works and Contractors to ensure the delivery of an efficient and effective repairs services for void properties
- To liaise direct with team members, contractors, contractors and the Housing Team to co-ordinate the scheduling of repairs work within the Voids team
- To co-ordinate various contractors at any one property to ensure all requirements are met, e.g. several contractors may require access at different times
- To maintain contact with team leaders, the Clerk of Works (Voids), Operatives and contractors to ensure that voids repairs are carried out in line with plans and specifications
- To assist with the monitoring of progress of voids repairs against Council procedures and standards
- To produce weekly reports, analysis and statistical information as required.
- Verification of invoices received against work orders and any agreed contract variations
- To use the range of IT systems employed across the repairs service.
- To co-ordinate appointments for Voids officers, liaising with contractors as necessary.
- To co-ordinate and manage viewings with potential residents whilst properties are with contractors which may require site visits
- To provide financial administrative support to the Team Leader (Voids).
- To show commitment to the highest standards of service delivery.
- To work with colleagues and across teams to implement new ways of working.
- To undertake any duties commensurate with the general level of the post.
- Assist with the delegation of tasks to other support services.

4. Service Planning & Development

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.

5. Financial & Resource Management

- To demonstrate cost-consciousness and identify any cost effective changes to own way of working or void processes employed.

6. Service Improvement

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

7. Contacts

- Repairs team colleagues, all Council departments, contractors and members of the public

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. Key Performance Indicators

- Delivery of agreed PADA objectives

B. Person Specification

Void Co-ordinator

This person specification will be used for recruitment to the above post in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
GCSE level pass in maths and English, or able to demonstrate equivalent standard in literacy and numeracy.	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Able to work flexibly to meet the needs of the service	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Experience of working in a customer facing role, managing a high volume of work effectively and accurately	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Excellent ICT skills, particularly Word, Excel and PowerPoint and ability to use service specific packages.	✓	
Ability to demonstrate a good understanding of the Council's voids process.	✓	
Ability to co-ordinate the scheduling of appointments to maximise efficiency of the void service.	✓	
Ability to manage and prioritise own workload with minimum supervision.	✓	
Ability to communicate with a variety of audiences over the telephone, via email and in person.	✓	
Ability to collate, analyse and provide basic reports on operational data	✓	
5. COMPETENCIES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	

<p>Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.</p>	✓	
<p>Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.</p>	✓	
<p>Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.</p>	✓	
<p>Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.</p>	✓	