

Role Title	Voids Officer
Job Family	Place Directorate
Competency Level	All Colleagues
Pay Range / Scale	SO2
Purpose To manage the end to end void process for empty homes, ensuring properties are available to re-let in a time efficient manner and meet health and safety requirements and our re-let standard.	
Generic Accountabilities	End Results/ Outcomes
Deliver a specialist aspect of service delivery, which engages customers / stakeholders and enables them to make effective use of the service.	The service is delivered to the quality, organisational and professional standards required Customer / stakeholder expectations are managed in relation to what can be delivered. The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints.
Maintain all required records and information. Analyse and interpret complex information, for input into reports.	Procedures are adhered to and all information is correctly recorded and processed. Accurate, complete and relevant information / records / reports are provided for internal and/or external use.
Develop specialist documents / materials / activities to support / promote the service area.	All materials / activities are delivered to the required standards and timescales. Communications are clear, well planned and effectively targeted.
Provide advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area.	Expert advice, information and support are provided on the full range of issues within the field of expertise. Queries / complaints are effectively managed. Appropriate action is taken to resolve the issue. Customers are satisfied.
Maintain information systems which support the specialist area. Contribute to the development of these systems.	Changes to systems, are identified and recommended. Systems meet operational requirements.
Work closely with others to clarify changing customer / organisational requirements.	Customer requirements are identified and documented. Improvement opportunities are identified and recommended.

Develop good working relationships, develop community links and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally.	Specialist work area reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them. Positive feedback is received from stakeholders. Best practice is shared.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post.	Safeguarding standards are monitored and maintained in compliance with Council policy
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

Job Specific Accountabilities:	End Results/ Outcomes
Ensure all vacant properties are re-let in a time efficient manner.	Void rent loss is minimised. Properties are available to let to households in need of housing.
Coordinate the voids management process working closely with Tenancy Management, Allocations and Asset Teams, surveyors and contractors, keeping all parties updated on progression through the process.	Teams are clear on the timings of requirements to deliver their part of the voids process. Delays in the process are minimised. Where more substantial works are required (e.g. kitchen and bathroom replacement), they are planned and monitored to avoid unnecessary delays.
Ensure every stage of the void process is coordinated, accurately logged and recorded.	Void reporting is accurate. The voids process is correctly followed.
Manage the end of tenancy process, including advising the outgoing tenant about the	Tenants have a clear understanding of how to end the tenancy and what actions they must undertake before leaving the property at the end of the tenancy.

process and arranging the return of keys.	
Ensure void properties are inspected, repaired, and cleaned to a high standard before re-letting.	Increased resident satisfaction. Relationship with new tenant begins positively. Reduced complaints.
Ensure properties are compliant with all health and safety requirements before they are re-let, including electrical safety, gas safety, EPCs and asbestos.	Compliance with legal and regulatory health and safety requirements. Residents feel safe in their new home.
Monitor all properties on Notice and where possible, undertake pre-termination visits, to ensure that void turnaround times for vacant properties are kept to a minimum.	Works are identified and planned in advance, minimising void turnaround times. Void rent loss is minimised.
Management of the Key Process, monitoring who has access to keys and ensuring there is a clear audit trail, tracking keys throughout the process.	Robust key management. Audit trail is in place and risk of fraud is reduced.
Manage the utility supply process.	Supply is promptly transferred from previous tenant to the Council during the void period and then to the incoming tenant.
Work closely and proactively with the Allocations and Tenancy Management Team to arrange viewings and sign-ups, ensuring that new lets are carried out as promptly as possible and that a good customer experience is delivered in the process.	Viewings and tenancy sign-ups are arranged for the earliest opportunity, minimising void turnaround times and void rent loss. Increased resident satisfaction with the Lettings Process.
Update the Housing Management system for ended tenancies and ensure that all new tenancies are set up accurately and promptly.	Resident accounts are set up on the housing management system at the earliest possible stage. Rent accounts are able to be set up promptly. Information is available to respond to any resident queries.
Upload new tenancy information for the Continuous Recording system (CORE).	Compliance with statistical reporting requirements.
Work closely with Project	Where new developments result in high volumes of

Managers to ascertain handover dates and information surrounding our new developments.	lettings, resources are planned in advance, so this can be efficiently managed. Homes in new development are let with minimal void times.
Undertake non-technical inspections of properties, where technical expertise is not required.	Properties are brought back into use more promptly, resulting in a reduction in void loss.
Manage mailboxes effectively, keep information management systems, document storage and contact logging updated and contribute to the development of these systems.	Mailbox enquiries are managed efficiently. Accurate records are maintained. Systems meets operational requirements.
Raising purchase orders, goods receipts and arranging payment of invoices relating to the voids process including payment of council tax bills.	Timely payment of invoices and effective management of supplier expectation.
Undertake any other duties of a similar level and responsibility as may be required from time to time.	

Nature of Contacts

Key contacts are internal and external customers/stakeholders

Will involve direct contact with members of the public including dealing with challenging situations where influence may be needed.

Deal with people at all levels confidently, sensitively and diplomatically.

Procedural Context

Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements.

Usually works within laid down procedures but needs to deal with day-to-day problems without always referring to others.

Decisions will be made based on Council and legislative policies and procedures

Responsible for meeting performance standards within a policy framework and regulatory guidelines.

Carry out visits to tenant's ending their tenancies which will include lone working.

Key Facts and Figures

Resourcing

Budget Responsibilities:

None

Supervisory Responsibilities:

None

Reports to: Voids Manager

Knowledge, Skills and Experience

- Proven administrative experience within a housing environment.
- Experience of working closely with customers in a customer service environment.
- Experience of working within a void management environment, repairs management or lettings service (desirable).
- Good time management, demonstrating ability to prioritise and organise appropriately in order to meet targets.
- Ability to communicate effectively with a broad range of stakeholders.
- Strong negotiation and communication skills – verbally and in writing.
- Self-motivated and willing to take responsibility for your own workload whilst ensuring team objectives are also met.
- Ability to understand and present statistical information with the ability to analyse data and prepare spreadsheets.
- Strong IT skills and experience of working with a data base and software applications to produce letters and reports effectively, including Microsoft Office, Word and Excel.

Indicative Qualifications

Numeracy and literacy qualification e.g. GCSE English and Maths or equivalent.

Relevant professional qualification

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.

