

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DEPARTMENT: Places

DIVISION: District Centres and Regeneration

JOB TITLE: Void Officer

N.B: If you have any issues printing this document please contact HR

ROLE PROFILE

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| Job Title: | Void Officer |
| Department: | Places |
| Division: | District Centres and Regeneration |
| Grade: | Grade 6 |
| Hours (per week): | 36 |
| Reports to: | Void Manager |
| Responsible for: | No staff responsibilities |
| Role Purpose and Role Dimensions: | <p>This person is responsible for all tasks in relation to the operation of the Void repairs service that relate to void re-lets, pre transfer inspections, rechargeable repairs, new tenant visits and service performance and monitoring.</p> <p>They will distribute work to the Void inspectors and Void surveyor.</p> <p>They will process all mutual exchanges. Maintain the Void teams SharePoint directory, including the storage of photographs, schedules, test certificates and spreadsheets.</p> <p>They are responsible for processing of all voids with enhanced work specifications such as enhanced TA voids.</p> <p>They are also required to cover for the Void co-ordinator role during absences in processing voids using excel and Northgate OHMS.</p> <p>The role is to provide a seamless and integrated “One Team” approach jointly with the repairs partners.</p> |
| Commitment to Diversity: | <p>To take individual and collective professional responsibility for championing the council's diversity agenda, proactively implementing initiatives which secure equality of access and outcomes. Commit to continual development of personal understanding of diversity.</p> |
| Key External Contacts: | <p>Tenants and prospective tenants Repairs contractors Specialist contractors External Agencies such as Care Line.</p> <ul style="list-style-type: none">▪ Emergency Services – Police and Fire Brigade. <p>Ward Councillors and Members of Parliament</p> |

- Support and voluntary agencies

Key Internal Contacts:

Staff within the Place department, People department specifically Tenancy officers, Lettings staff, Debt recovery,

- and in other Council Departments including the Contact Centre and Access Croydon.
- Repair Partners staff
- Planned maintenance and improvement service
- Stock investment section
- Housing development team (new build)
- Finance
- Housing needs
- Careline
- Members of the Council

Financial Dimensions:

Identification and processing of rechargeable repairs to ensure recovery of costs.
Approval of variations or additional works within scope of financial approval.

Key Areas for Decision Making:

Where necessary issue works on BW orders, process invoices for payment and ability to use the COPS payment system.
Check exclusion files in spreadsheet format to ensure these match agreed works for each void.
Issuing works orders within the self ordering agreement with the partner and referring those of a higher value to the Voids Manager.

Other Considerations:

Provide where necessary appropriate support in a contingency or borough emergency to respond to Housing repair related enquiries.

Undertake such other duties as may be reasonably required of this post

Is a satisfactory disclosure and barring check required?

No

[\(click here for guidance on DBS\)](#)

What level of check is required?

Is the post politically restricted

No

[\(Click here for guidance on political restriction\)](#)

**Is the post exempt from
the Rehabilitation of
Offenders Act (ROA) 1974**
[*\(Click here for guidance on
ROA\)*](#)

No

Key Accountabilities and Result Areas:

Service delivery and Customer service

Key Elements:

This will involve:

Booking appointments with residents for pre-transfer inspections and other special transfers.

Booking appointments for mutual exchanges.

Allocation and distribution of mutual exchange pre and post inspections to void inspectors.

Liaise with the electrical engineer to ensure all works are completed on time and we are in receipt of a satisfactory electrical test certificate

Maintain mutual exchange spreadsheet. Liaise with the Lettings officers giving updates on progress or delays. Ensuring that all pre, post and electrical inspections are carried out within a 15 day completion time frame.

Making arrangements and booking appointments with residents for follow up inspections. Logging all recalls on a spreadsheet. Dealing with any customer contacts and queries, phone calls, e-mails, letters.

Sending out letters to residents advising of outcome of inspections, timescales for putting work right and re-inspection dates.

Check and maintain generic e-mail box for Void Team on a daily basis and deal with queries and responses. Keep Void manager aware of any service or quality issues.

Deal with any first contact complaints from new tenants and resolve these informally as much as possible. Arrange any follow up repairs or inspections as needed as a result.

Assist Void manager in dealing with any formal complaints by checking job history and records of void inspections, produce chronology of work/events and assist with drafting responses.

Liaise with Member and resident services team.

Send out copies of the moving in and 'moving out' pack as required and deal with any customer queries on this.

Responsible for maintaining void teams SharePoint directory.

Creating and maintaining folders for data storage and record keeping.

Assist line manager with responses to complaints – including gathering information such as photographs – information for Ohms and spreadsheets. Produce a chronology of work/events.

Service development

This will involve:

Assisting Void manager and Project development team to produce any information sheets for residents, agreement forms etc.

Working with Void manager, Repairs contractor and Project development team in producing the Moving in/Moving out packs

and in any ongoing or future service development initiatives for the Void team and void service.

Working with Void Manager and Repairs contractor to identify ways to improve and streamline voids processes to improve turnaround time and ensure quality.

Making the best use of information technology available for team and assist Void manager in any ICT upgrades and rollouts for the team.

Participating in projects as and when necessary eg involvement in changing processes and service improvements.

Participating in the ongoing development and implementation of the service improvements plans

Special projects

Temporary accommodation lettable standard. Assist Void manager with process mapping and start of new projects.

Compile costings – interrogate key performance information – compile reports.

Performance and quality management

This will involve:

Setting up and maintaining Excel spreadsheet to record property information and progress of each case. This relates to pre transfer inspections, Special transfers, mutual exchanges, enhanced repairs to temporary let (TA) properties, recalls etc. Maintain spreadsheets on void performance and assist with void chase ups of keys.

Financial monitoring and financial dimensions

This will involve:

Exclusions

Log all exclusions submitted by Axis. Distribute to relevant officer or line manager. Ensure they are checked, authorised/refused, returned to Axis. Run ohms exclusion report and ensure all Ohms exclusions are authorised/refused within the agreed time frame using Northgate Ohms reporting system; this is to be checked daily.

Check exclusion files in spreadsheet format to ensure these match agreed works for each void.

Budget management

Using spreadsheets submitted by Axis, check budget information against information held by the void team including checking photographs, void schedules and exclusions. Liaise with stock investment and line manager and submit all

spreadsheets to line manager for authorisation and payment.

Where necessary issue works on BW orders, process invoices for payment. Must have ability to use the COPS payment system.

Check exclusion files in spreadsheet format to ensure these match agreed works for each void.

Keeping records of rechargeable works including electronic storage and labelling of photos and inspections.

Electronically storing void schedules, gas and electric test certificates. Upload of the repairs void partners spreadsheets.

Produce BW works orders on instruction from Void manager. Maintain records of BW payments.

Processing repairs through the OHMS or similar repair systems in accordance with procedures and guidelines

Issuing works orders within the self ordering agreement with the partner and referring those of a higher value to the Voids Manager.

Issuing works orders for emergency work not covered by the building schedules of rates using define job price.

Processing variations and completed works orders for works in line with agreed procedures.

Process and void management

This will involve:-

Liaise with Needs teams/allocations etc. to obtain details of transfer offers and resident contact details.

Arrange inspections and book these into Void inspector and repairs partners diaries and maintain the generic Outlook diaries
Setting up and maintaining on line/file storage and indexing of property photos in SharePoint.

Updating OHMS modules (Needs, Repairs) on each stage of process.

Keeping teams in process (Needs, Repairs Team, Debt Recovery, Repairs partners) updated on any key information via e-mail.

Setting up and maintaining electronic and hard copy property files

Booking follow up inspections into Void inspectors, Void surveyor and repairs partner diaries

Checking and running off job histories and key information from OHMS to provide 'visit packs' for void inspectors and repairs

partner inspectors
Assist Void co-ordinator and inspectors with arranging any follow up tests e.g. electrical inspections
Assist Void Manager with any amendments to inspection forms following feedback from Void inspectors.
Undertake training in overall Void admin process on OHMS and cover for Void co-ordinator as required by Void Manager during any absences.
Any other admin duties identified as part of the Void team project areas.

This will involve:-

Green Commitment

Ensuring both individual and teamwork meets the Council's Green Commitment Policy goals in reducing energy consumption and waste, increasing renewable energy use and recycling, contributing to a reduction in traffic congestion and using sustainable materials.

Data Protection

Being aware of the council's responsibilities under the Data Protection Act 1998 for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.

Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.

Confidentiality

Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Equalities and Diversity

The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

Being responsible for own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management. Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive

relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Person Specification

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|--|---|
| Job Title: | Void Officer |
| Essential experience: | <p>Good overall administrative skills with at least 2 years experience in similar roles.</p> <p>At least 2 years experience in similar social housing or responsive repairs role and in working in a customer service environment. Sound experience of working in a customer service organization providing a high quality service to members of the public consistently and sensitively, according to their needs and customer care standards.</p> <p>Previous experience of using I.T Systems and working with technical information.</p> |
| Essential knowledge: | <p>A good general knowledge of housing properties and their basic building and service components.</p> <p>A good knowledge of housing responsive repairs and customer service as it relates to a key front line service.</p> |
| Essential skills and abilities: | <p>This post requires the applicant to have excellent IT skills to include SharePoint, Microsoft Excel, Word and Outlook. Use of Northgate Ohms and ROCC Uniclass will be required.</p> <p>Able to effectively use Microsoft WORD to produce letters and forms. Able to set up and maintain spreadsheets on Microsoft EXCEL. Able to use Microsoft OUTLOOK to set up appointments and tasks, also using generic calendar system, sending e-mails. Able to set up directories, give access to other teams and maintain all records in SharePoint held by the void team. Familiar with Microsoft to set up and maintain electronic filing system for photos and forms. Able to use SharePoint to maintain electronic records.</p> <p>Good phone manner and able to communicate with residents in a tactful and calm manner. Able to obtain and understand information and to communicate it concisely and simply to customers, colleagues, and managers. A good level of oral and written communication skills and the ability to use plain English. The patience and ability to clearly explain issues to a diverse group of clients, and to other agencies.</p> <p>Able to provide a responsive service to customers consistently but sensitively, according to their individual needs, but in the light of policy and resource constraints</p> <p>Able to use own initiative to set up new systems and improve existing methods.</p> |

Team player able to work with and liaise effectively building good relationships with colleagues and repairs partners/contractors.

Good organisational skills

Able to manage varied and busy workload, meeting targets and deadlines.

Able to understand the impact of own activities on the cost effectiveness and quality of the service.

Able to understand the impact of change on work activities and priorities, and flexible and adaptable in response to change.

Able to remain positive and to contribute constructively and flexibly within the team in responding to work pressures.

An understanding of diversity and equality issues and how they relate to the repairs service, and a commitment to ensure that equality is an integral part of service delivery.

Special conditions:

Provide where necessary appropriate support in a contingency or borough emergency to respond to Housing repair related enquiries.