

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DIRECTORATE: Housing

DIVISION: select from drop down

JOB TITLE: **Voids Manager**

ROLE PROFILE

Job Title:	Voids Manager
Directorate:	Housing
Division:	select from drop down
Grade:	Grade 16
Hours (per week):	36
Reports to:	Head of Voids Lettings and Major Adaptations
Responsible for:	Voids Surveyor (x4); Voids Support Officer (x2)

Role Purpose and Role Dimensions:

This role will lead a seamless, proactive, and resident-focused voids repairs service for the homes managed by Croydon Borough Council and will take operational accountability for the direction, management, delivery and performance of the business supporting functions and customer experience of the voids management services. Supporting the Head of Responsive Repairs and maintenance you will represent the service on both strategic and operational direction, and you will lead on activities with key stakeholders, building key relationships that will support the delivery of excellence and provide an exceptional experience for our customers, placing them at the heart of everything that we do. The post holder is responsible for leading, supervising and developing a team of technical staff to act as the “client” in securing continuous improvement in the delivery of the responsive repair service ensuring that key performance indicator targets are met. This is a key role to promote, support and lead on delivering a seamless and integrated “One Team” approach jointly with the partners to develop best practice in service delivery through monitoring quality, cost and performance and developing innovative ways of achieving high levels of customer satisfaction.

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analysis and reporting on these, to continuously improve performance. Also included with this role, is the monitoring of the themes and insight captured from complaints, customer satisfaction and insurance claims, to ensure all learning outcomes are recorded to enable us to continually provide service improvement across our service areas.

Commitment to 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.

Key External Contacts:

Local, regional and national government bodies, agencies and NGOs; professional bodies; other local authorities; partner organisations; statutory bodies; members of the public and community groups; national and local press; trade unions; contractors and suppliers; MPs and MEPs; GLA/London Mayor’s office; courts; legal and other representatives; the Housing and Local Government Ombudsman.

Key Internal Contacts:

Members; Chief Officers; Directors; Heads of Service; other teams and senior departmental colleagues across the whole council; trade unions

Financial Dimensions:

Managing cost centre budgets including identification of any projected over and under spend against the projected budget. Responsible for appointing and managing any consultants used

for structural surveys or testing and for ensuring value for money and financial management of the costs within agreed budgets. Agreeing compensation payments for service failures and authorising these within the available budget.

Monitoring all cost centre budgets for the team and identifying any potential under and overspend. · Ensure that contractors provide value for money through checking invoices and valuations, undertaking post inspection as required. · Ensure contracts are managed in line with CDM regulations.

Key Areas for Decision Making:

Making decisions in relation to high value ad hoc works and ensuring that estimates are obtained in line with Council Standing Orders and best practice. Ensuring effective financial management of repair works issued by team and that all invoices are logged, checked and paid within BVPI target. Post holder is responsible for ensuring that staff and contract partners adhere to procedures for requesting and approving variations and any higher value works and for keeping effective audit trails of approved works. ·

Other Considerations:

Able to work flexible hours, including evening meetings. HNC, Trade Qualifications or background in the building industry within building construction is desirable Full clean driving license, car insurance to cover business use, Health & Safety knowledge of the building construction industry.
A Basic DBS can be carried out during pre-employment checks.

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

No

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

No

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

Yes

Key Accountabilities and Result Areas:

Service Delivery and Quality Assurance

Key Elements:

This will involve:

Be responsible for the quality and effectiveness of services to Croydon's customers, ensuring compliance with policies and procedures and assisting the Head of Responsive Repairs Service in managing contract delivery and/or direct delivery teams. Ensure site inspections are undertaken at the request of customers and/or stakeholders in line with SLA's and service requirements, act on outcomes to ensure services are of a high quality and great customer experience. Act on negative customer feedback and resolve quality issues with customers and suppliers. Work closely with Tenancy / Lettings Teams to ensure that issues are managed collectively in resolving and dealing with customer issues. · Attend scheme meetings and regional tenant representative meetings and report on maintenance matters. Delivering monthly performance related targets set within the voids team · Post inspections of completed repairs · Ensure effective communication systems within the team and that staff are well briefed on corporate issues through structured team meetings and/or training as necessary Take on associated project work as directed by the Head of Responsive Repairs and Maintenance Service. Ensure the effective management of staff within the team in accordance with

Croydon policies and procedures and best practice, with responsibility for the performance management and development of the team of directly managed staff. Develop and agree the team and individual work plans, key objectives and personal development plans to deliver the objectives set by the Head of Responsive Repairs and Maintenance Service and monitor and review service provision and delivery. Work collaboratively with staff across the company to ensure the delivery of corporate objectives and to represent Croydon at meetings stakeholders and any other external organisations as deemed appropriate

Performance Management

This will involve:

Making decisions in relation to high value ad hoc works and ensuring that estimates are obtained in line with Council Standing Orders and best practice.

Ensuring effective financial management of repair works issued by the team and that all invoices are logged, checked and paid within BVPI target. Post holder is responsible for ensuring that staff and contract partners adhere to procedures for requesting and approving variations and any higher value works and for keeping effective audit trails of approved works. Post holder is responsible for appointing and managing any consultants used for structural surveys or testing and for ensuring value for money and financial management of the costs within agreed budgets. Ensure that contractors provide value for money through checking of invoices and valuations, undertaking post inspection as

required. ·Ensure open/outstanding works orders are managed as per the agreed timescales/procedures in relation to contractors and liaise with direct team on customer general enquiries to resolution.

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.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") 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 directorate procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
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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.

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.

Person Specification

Job Title:

Voids Manager

Essential knowledge:

A sound knowledge and understanding of building and health and safety at work legislation. · Strong commitment to and thorough understanding of diversity/safeguarding issues with respect to the employment of staff and the provision of housing and support services. · Strong technical knowledge of the building industry in site construction and management and the practical application of all relevant legislation and across all forms of tenure managed by Croydon. Meet all Health and Safety requirements, ensuring continuous commitment to good safe working practices, ensuring that staff understand and adhere to Croydon Health and Safety policies, procedures, Local Emergency Plans and code of safe working practice.

Ensure that the Equalities Framework policy is actively promoted and followed, with good working practices and fair opportunities for all staff and understanding of the benefits of equality and diversity. Have a working knowledge and understanding of health & safety within the service area of the role. · A practical understanding of what constitutes excellent customer care, how it can be measured and improved and a commitment to delivering it and experience of working with residents to improve service provision

Knowledge and application of the legislation, policy, regulatory and technical frameworks relating to day to day and void works and can provide advice and guidance to others on most complex cases.

An up-to-date knowledge of relevant national, regional and local policy in order to develop strategies and plans.

A thorough knowledge and understanding of relevant and current, codes of practice, building regulations, health and safety legislation (including CDM), standards to ensure these are delivered and effectively incorporated within all operations

Knowledge and application of robust systems health & safety management to minimise the risk and monitor the void service delivery by staff and contractors.

Knowledge of procurement law and different forms of contract and contract management

An in-depth knowledge of construction and design and construction related defects and how to avoid them.

Ability to develop and achieve results through partnership working both internally and externally.

Financial and budget management ability including implementing, overseeing and controlling probity, commissioning, delegations,

forecasting and management accounts.

Ability to communicate in a variety of styles, including the production of reports and other forms of communication materials, to present often complex issues to a wide range of audiences in an appropriate and succinct manner.

Ability to work effectively with senior Members, Executive Directors, Directors and other organisations in Croydon.

Ability to develop and implement measures for identifying and responding to customer demands and expectations.

Ability to work effectively within a complex, politically directed organization, recognizing and responding appropriately to politically sensitive situations. Working as a skilled influencer and negotiator able to communicate effectively with all internal and external stakeholders.

Ability to plan own workload effectively on a wide range of concurrent issues and projects, meeting all required deadlines.

Ability to foresee and minimise risk.

Essential skills and abilities:

- Manage complaints through the complaints process, including receiving, taking ownership, providing written responses, attending hearings as required.
- Constantly seeking to challenge and improve performance and service delivery with new ways of working, products, and technology
- IT literate and proficient in using all Microsoft Office packages including Outlook.
- Demonstrable track record of successful financial and budget management including probity, commissioning, delegations, forecasting and management accounts.

Essential experience:

- Experience of analysis of data, benchmarking and the development of policy.
- Co-ordinating and taking a hands-on approach to managing void property repair orders from start to finish to a high standard of quality and satisfaction.
- Managing and monitor in house surveying/administration staff, and contractors to ensure maximum efficiency from a cost and operational perspective whilst having a sound understanding of the importance of the end-to-end process.
- Providing technical expertise, problem solving and guidance ensuring effective processes are applied and continually improved.

- Taking the lead responsibility for ensuring all void property specifications are accurate in relation to cost and quality, minimise variations. Undertaking quality checks to improve and maintain standards.
- Ensuring all voids are post inspected. Monitoring work quality, analyse trends/eliminate reoccurring issues and introducing cost reduction measures where necessary.
- Track record of managing and motivating high performing teams to ensure the organisation strives to be a top quartile provider of voids repairs and maintenance.
- Experience of building strong relationships with both internal and external stakeholders to ensure strong and collaborative teamwork, to achieve strategic objectives.
- Evidence of experience in developing personal and leadership approaches that achieve results through learning and collaboration in managers, teams, peers and partners.
- Creation, implementation and monitoring of effective management tools to consistently maximise and improve performance.
- Carrying out performance monitoring, providing clear commentary, explanation, and analysis of data with for updates/reports/scorecards. Attend / provide feedback to committees, boards working groups.
- Experience of working with residents and involving them in monitoring and shaping services.
- Experience of managing external contractor, monitoring monthly performance and understanding of costs; specifically, NHF – National Housing Federation SoRs and ROSs

Special conditions:

- Experience as a Building Surveyor in a maintenance environment or
- MRICS – preferably Chartered Building Surveyor. Will consider MCIOB or relevant construction qualification
- Construction related degree or equivalent.

Competencies

These are the competencies for manager level roles.

To deliver to the requirements of this role, the post-holder will need to demonstrate and/or develop the following behaviours:

We Put Customers First	Puts customers at the heart of everything using feedback data and the Residents make their service better for customers their team understand customers' issue them with respect, solving customers' p
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	investigating their complaints.
We Deliver Effective Service	Provides clear guidance and priorities to ensuring they have the resources and eq deliver. Sets service KPIs and monitors p spotting patterns of problems or service i taking action to deal with root causes. Ga analyses data from a variety of sources to ways forward and make sound decisions
We Adapt and Change	Supports organisational plans to transform improve service for customers. Acts as a promoting innovation and change across Learns lessons from mistakes, giving and feedback to stimulate improvement and development. Builds team resilience thro managing change constructively, challenge negativity and overcoming resistance.
We Collaborate Constructively	Encourages collaboration with colleagues and partners from across Housing and be deliver for customers. Builds strong relationships with key stakeholders and partners, finding mutually beneficial ways forward. Demonstrates problem facilitation skills and uses team charters to conducive team culture.
We Communicate with Impact	Communicates clearly and promptly with residents, tailoring communication style and to meet the needs of a range of different Influences and negotiates effectively, taking of the needs of all parties. Encourages open honest communication on challenging issues team and customers. Resolves disputes effectively.
We Lead Inclusively	Inclusive and fair in their interactions with colleagues and team members. Ensures members are treated fairly. Provides a vision direction for the team, clarifying ambiguity stimulating a sense of optimism about the direction of the service. Delegates and manages resources effectively. Supports the team demanding work, listens and acts to relieve pressure.

