

## LONDON BOROUGH OF LEWISHAM

### JOB DESCRIPTION

|                                  |                        |                 |         |
|----------------------------------|------------------------|-----------------|---------|
| <b>Designation:</b>              | Voids Manager          | <b>Grade:</b>   | PO8     |
| <b>Reports to (Designation):</b> | Head of Repairs        | <b>Grade:</b>   | SMG3    |
| <b>Directorate:</b>              | Quality and Investment | <b>Section:</b> | Repairs |

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#### **Main Purpose of the job:**

To be part of a dynamic management team, assisting the Head of Repairs to deliver great customer services and excellent quality to our residents.

To lead and deliver a high performing, professional in-house repairs team.

To deliver the required surplus of the repairs trading account, achieving efficiencies, and maximising productivity.

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#### **Summary of Responsibilities and Personal Duties:**

1. To deliver a high-quality in-house voids service and associated work streams, managing a flexible workforce in conjunction with the planned works team.
2. To provide strong and effective leadership to the team, ensure staff are effective in their roles, supported and motivated.
3. To creatively develop the service and individuals to achieve a highly organised operational delivery.
4. To work collaboratively with colleagues, delivering on customer, operational and financial targets in line with the business plan.
5. To manage sub-contractors supporting the delivery of void works, ensuring high levels of quality, satisfaction and contract administration.
6. Meets financial objectives by forecasting requirements; preparing budgets; scheduling expenditures; analysing variances; initiating corrective actions.
7. To meet KPI performance targets and customer satisfaction targets for the service area as defined by the Lewisham Homes' board and senior managers.
8. Responsible for service data including performance reporting; adherence to compliance; health & safety.
9. Development and utilisation of new technology, improving efficiency and quality of service

## **MANAGEMENT ROLES & EXPECTATIONS**

### **As a Senior Team Manager, you will:**

1. To provide leadership and strategic direction for the delivery of all services in line with the wider Council objectives
2. Adopting a positive, outward looking 'can do' approach to improved and innovative ways of working.
3. Being responsible for the identification, analysis and development of skills for all employees within your area of work in line with business objectives. This will include development of skills analysis/matrix; training need analysis, effective delivery, monitoring, review and evaluation of resultant training and development plans.
4. Responsible for promoting equalities and reducing inequalities through Equality Impact Assessments, taking account of diverse customers, potential customers and employees within your service.
5. Responsible for all employment matters including induction, recruitment and selection, development and employee relations in line with Lewisham Policies.
6. To take responsibility for leadership, motivation, coaching, mentoring and
7. management of all employee teams allocated to the post holders designated service area, in accordance with the principles of Investors in People.
8. To train apprentices during their induction period and work with HR to maintain a
9. pipeline of apprentices
10. Ensure all activities in designated areas of responsibility are managed in accordance with best practice, with appropriate strategies, policies and monitoring in place in order to manage and minimise risk and maximise the use of resources.
11. Responsible for the management of relevant budgets and compliance with financial procedures.
12. Comply with all Lewisham policies, including but not limited to contractual standing orders, financial regulations and all HR policies and procedures including Health & Safety and Equality & Diversity. Ensure compliance with employment law and regulatory requirements at all times

#### Internal Contacts:

Responsive repairs, commercial, housing management, compliance, temporary accommodation, finance, estates and environments.

#### External Contacts:

Subcontractors, suppliers, residents.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Council's appraisal system and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

**Number of fully managed staff: Minimum 5**

**Title:**

**Works Supervisor PO3 x 3**

**Voids Admin SC5 x2**

**Number of partially managed staff:**

**Title:**

**Business support officers**

**No of posts 2**

**Grade SC6**

## **PERSON SPECIFICATION**

**JOB TITLE:** Voids Manager

**POST NO:**

**DEPARTMENT:** Housing

**GRADE:** PO8

### **Note to Candidates**

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

### **Knowledge**

Knowledge of the tendering and procurement process in Local Government Housing

Relevant legislation, building regulation, standards, and ability to manage Health and Safety on site effectively.

### **Skills**

Strong leadership and management skills **S**

Excellent analytical skills using an informed, evidence-based approach

Good negotiation skills, able to recommend and implement strategies

Strong understanding of contract management **S**

### **Experience**

Ability to motivate others and lead change

Understand financial budgeting and forecasting

Knowledge in a repair's environment within social housing

Knowledge of the NHF schedule of rates and reviewing repairs commercial applications **S**

**Professional Qualification and Education**

Full UK driving license **S**

IOSH and NEBOSH health and safety qualification **S**

**Equality & Diversity**

Demonstrating awareness of cultural and community diversity

DBS Disclosure Required?    No        Basic        Enhanced   

**(Tick as appropriate – guidance available from your HR Advisor)**

**Physical**

Generally candidates must meet the standard Lewisham requirements for the post