

Job Profile

Job Title	Voids Manager (Repairs and Maintenance)
Reports to (job title)	Repairs and Maintenance Manager
Job Reference No.	HOMEJD811

The job in a **nutshell...**

You'll be responsible for the delivery of customer focussed repairs and maintenance services to void properties, ensuring high levels of performance, productivity, quality and cost-effective services aligned to the Home Group vision and values.

You'll provide continuous improvement and service innovation with positive outcomes for all Home Group customers, colleagues and stakeholders in the delivery of your work and through effective management of your teams.

What **success** will look like...

You'll provide dynamic leadership and management for an operational delivery team of operatives/trades, supervisors and contractors including the effective management of all resources required to deliver our service standards, legislative requirements, KPIs and achieve our Customer Promise.

Delivery and management of voids services that drive performance, continuous improvement and innovation, collaborating openly across the business and sharing knowledge to enhance service delivery and maximise the voids experience. You'll work closely with the Repairs and Maintenance Manager, providing detailed voids plans in order to ensure that resources can be prioritised effectively across the repairs and maintenance function.

You will champion health and safety management, ensuring compliance with regulatory health, safety and welfare standards and providing ownership and accountability for high-risk activities, by embedding company health and safety policies and procedures within the team and sub-contractor operations.

You'll have accountability to manage, monitor and challenge financial performance across the voids workstream, providing accurate forecasting and budgetary control, to ensure your team are working commercially and have a genuine understanding of how they provide cost effective and value for money services.

Provision of robust monitoring and management of subcontractor, material and supplier performance within policy, legislation and contract guidelines and ensuring procurement

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requirements are being fulfilled. You'll be responsible for day to day contractor meetings and will provide feedback to the Repairs and Maintenance Manager to ensure they have full oversight of performance.

Promote and manage effective use of housing and works order systems, maximising efficient use of work scheduling and ensuring accurate data recording for all activities, whilst ensuring the customer journey is mapped and that asset management data is used to prolong the life of installations.

To ensure customer complaints and contractual disputes or issues are investigated and acted upon quickly, sharing learning and observations from where things went wrong to prevent recurrence and to strive to get things right first time. You'll recognise accountability where performance has fallen short of our expectations.

Recognise the customer impact in work activities and ensure customer's and stakeholders are considered within all actions and decision making.

You'll already have these **brilliant** skills, qualifications and knowledge...

An HNC/HND level qualification, in a construction related discipline and / or strong equivalent experience built up through your working profession.

A relevant Health and Safety qualification with comprehensive experience of managing the Health and Safety of direct workforce and contractor activities, including CDM regulations and all primary compliance and health and safety regulations relating to maintenance and construction works.

You will have demonstrable experience of leading a team to deliver housing repairs and maintenance activities to void properties, with knowledge of void processes, relevant regulations, housing legislation and statutory requirements.

Confident ability to challenge, interpret contracts, data, statistics and insights to identify trends, to drive performance, and to make commercially-sound recommendations for resolution through various channels; reports, presentations, contracts, written submissions, negotiations and action plans.

A track record of managing and engaging teams, with the ability to encourage and recognise brilliant performance and contribution, ensure teams demonstrate and live our values, guide and support colleagues to enhance and develop their skills and experience, and have the confidence to challenge, address and resolve issues of attendance, ability and behaviours.

Keeping projects and programmes of work on track, on time and on budget through collaboration and communication. You'll have a track record of successfully maintaining budgets, analysing trends, providing value for money and displaying commercial acumen.

Experience of consulting, negotiating and communicating with customers and stakeholders, with the ability to harness change and transform ideas into actions.

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Professional Membership of a chartered association, such as CIOB, RICS etc

Understanding of wider strategic context for social housing providers, including regulation will be an advantage

Experience of dynamic resource scheduling (DRS) within a void's environment

We're all **accountable** for...

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That's when it hits home
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Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development in order to be the best you can be. This includes understanding and keeping up to date with all of our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Other important stuff...

You'll be a budget holder? No ☒ Yes ☐

You'll manage people? No ☐ Yes ☒

We all work flexibly at Home Group but the level of travel in this role is usually...

Occasional ☐ Regular ☒ Frequent ☐



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