**What’s it all about**

**Voids Coordinator**

**> Homes > Void Improvement**

As a Voids Coordinator you will provide administration, project and team support which will underpin an effective, compliant and customer centric service for our residents.

This is an important role in improving residents homes and achieving the best outcomes for our residents. You will be responsible for providing support to local teams in ensuring that homes are let in good condition and as quickly as possible.

The role goes beyond reporting what has happened and looks to make meaningful improvements to the services we offer, and puts our residents at the heart of what we do, maintaining and caring for our homes and, collaborating with colleagues to achieve the best outcomes for our residents.

**How you’ll make a difference**

* Ensuring our contractors and inspectors are providing a consistently high-quality service that delivers against the six customer priorities in the customer strategy
* A trusted and reliable NHG presence, making sure all visits and inspections are completed on time
* Delivering well cared for homes and places where residents feel safe and a sense of pride through top class contract management.
* A responsive service, where staff and resident queries and complaints are actioned thoroughly, timely and learnings are taken from feedback
* Recommend, oversee and develop a best in class voids service that meets our targets and delivers continuous improvement.

**How you’ll do it**

**Operational**

* Provide robust administrative support functions to support the Voids Manager and the Head of Repair Operations in budget monitoring, managing necessary databases and systems.
* Assist in the processing of invoices for payment and raising team purchases orders and in the reporting on team performance.
* Provide your manager and team important and timely business information on region specific void data.
* Work with colleagues in the relevant regional teams to ensure all stakeholders are kept informed of void works being carried out. Provide relevant telephone support as needed, liaising with colleagues, contractors and third party providers as appropriate.
* Review all void notifications received for the team and ensure these are processed in line with expected timescales
* Update and maintain accurate records of void events within Northgate, Workwise and any other property management systems as identified by the void manager.
* Support the regional teams to manage a quick turnaround of voids by carrying out the relevant Voids Team administration, ie. Arranging compliance inspections including gas, electrical, EPC & asbestos as well as managing the inspection diary for pre and post inspections
* Attend void contract meetings to discuss progress and or any issues with the contractor and Voids Inspector and provide updates to the client teams.
* Own and administer all utilities and council tax queries and processes associated with void homes and ensure necessary payments are processed.
* Provide the regional teams with a handover pack containing keys, compliance certification and handover documents such as boiler manuals to enable the property to be let.
* Support the team with regular cost and quality audits for all aspects of void works, and raise purchase orders as required.
* Feedback to managers on any issues identified as part of monitoring of surveying related tasks and flag any issues for escalation as part of performance monitoring.
* Assist managers with exporting necessary repairs reporting information from internal systems to present a comprehensive overview of team performance,
* Assist the Head of Repair Operations and the Void Manager in the monitoring of compliance processes within the team eg DSE, LWD
* Work with all stakeholders and contractors to ensure all KPI’s are met and processes and procedure are adhered to.
* Organise meetings and events as required, including drafting agendas, booking rooms and refreshments, collecting visitors and typing minutes.

**General**

* Ensure you follow the financial regulations, policies and procedures at NHG
* Ensure you follow relevant Health & Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health & safety of others

**Cross organisational working**

* Foster effective working with the Operational, Assets and Places & Estates teams, along with in house and external contractors to ensure properties and places are well maintained now and in the future
* Ensure you act as the resident champion and advocate across all teams at NHG, escalating where necessary to deliver resident focussed outcomes
* Work with Central Services teams (HR, IT, etc) to develop strategies to improve service quality and delivery

**All about you**

**Behaviours for success**

Our values set out what we stand for. You’ll need to show us how you match them and how you’ll behave to ensure those are visible when carrying out your work.

* Compassionate
* Progressive
* Dependable
* Inclusive
* Empowered

For each value, we’ve created example behaviours to help you understand our expectations in more detail. This role is at staff level.

**Essential knowledge, experience and skills**

**Essential**

* Experience of developing and running administrative systems and processes
* Highly organised and experience of managing conflicting priorities in a busy office environment
* Experience in working in a customer service environment
* Experience of providing performance monitoring and commentary against business targets
* Experience working to meet key performance indicators
* Excellent communication and interpersonal skills
* Problem-solving and decision-making skills.
* Good understanding of the relevant legislation, statutory and regulatory requirements
* Customer focussed mindset
* Good spoken and written English
* Effective IT skills including basic/intermediate MS Office skills