

Voids & Repairs Officer – Temporary Housing Commercial Services

Overview	
Role Purpose	To deliver a consistent, reliable and customer focussed repairs and maintenance service to Temporary Housing which minimises losses through the effective management of voids, handbacks and disrepair.
Responsible for	<ul style="list-style-type: none"> • Voids specs and works • Stock condition surveys • Technical support to staff and customers on repairs • Monitoring quality of repairs • Liaising with contractors and landlords
Reports to	Void, Lettings & Repairs Manager – Temporary Housing
Line management	N/A
Tier	9
Expectation Level	Colleague
Role relationships	
Internal	Temporary Housing directorate including Housing, Landlord Retention, Payments, New Business Teams as well as PAM and ICT
External	Customers, contractors, landlords, managing agents, local authorities, Plentific and utility companies
Role accountabilities	
<ul style="list-style-type: none"> • Provide technical advice and guidance to both staff, tenants and landlords when and where required. • Complete void specifications and raise works with contractors. • Monitor progress on void works, liaise with contractors and ensure prompt payment on completion • Ensure all necessary health and safety checks are carried out before properties are returned for re-letting. • Provide a simple and straightforward diagnosis for reactive repairs. • Liaise with landlords to ensure works are completed on time. • Input data for works delivered and monitor/control spending against budget • Undertake stock condition surveys and other property inspections including fire risk and health and safety assessments in line with organisational policies and procedures to ensure regulatory compliance and contract performance. 	

- Manage works related to stock condition surveys and property inspections within agreed financial limits and in accordance with the organisations financial policies and procedures
- Produce reports and documentation for work specifications and tenders to assist in addressing and resolving issues to ensure the department is compliant with relevant legislation
- Post inspect minor repairs to check internal and/or contractor's judgment on the appropriate solution to the problem, and that it has been completed to the standard required.
- Assist with the monitoring of agreed performance indicators for both contractors and consultants. Initiate improvements required.

General

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

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification	
Experience	
Essential	Desirable
<ul style="list-style-type: none"> • Experience in housing services • Experience of providing a maintenance service to a range of customers • Experience of contractor management • Good understanding of the relevant legislation, statutory and regulatory requirements 	<ul style="list-style-type: none"> • Understanding of Project Management in relation to minor works in preparing tender docs, scope of works and cost appraisal and dealing with interim / final accounts
Skills	
Essential	Desirable
<ul style="list-style-type: none"> • Ability to manage relationships with diverse customer base • Excellent communication skills including <ul style="list-style-type: none"> - ability to explain complex situations in writing to customers - writing basic reports - influencing a range of stakeholders • Effective organisational, planning and time management skills. 	

- Effective IT skills including intermediate MS Office skills

NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is an colleague expectation level and therefore you should refer to the colleague expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.

Safeguarding

Any appointment to this post is conditional upon and subject to:

- Basic certificate (criminal record check) issued by the Disclosure and Barring Service (DBS)