

> Operations> Supported and Temporary Housing

What's it all about

Within the Business Development team and reporting to the Head of Business Development, as Void and Quality Lead you will play a pivotal role in ensuring the homes we provide for our residents are good quality homes, when they first move in and throughout their stay with NHG.

You will be responsible for delivering an efficient voids service for all voids, from start to finish. You will lead, motivate and manage a team to provide high-quality refurbished homes and a positive lettings experience for all residents.

You will be the departmental lead for repairs, overseeing and managing the relationship with the Repairs Hub, ensuring a smooth and efficient repairs service is delivered for our residents and homes are well maintained.

How you'll make a difference

Expected Outcomes:

- Create an excellent first impression for all residents of our homes and services by delivering a consistent and customer orientated lettings experience.
- Ensure the team are delivering good quality, safe and compliant homes for residents to move into.
- Deliver value for money by controlling costs, budgets and void loss.
- Support tenancy sustainment through ensuring homes are suitable and appropriate for residents.
- Provide excellent services for property owners, ensuring delivery of a hand back service which fulfils all our legal obligations.
- Ensure our residents are provided a consistently high-quality repairs service that delivers against the six customer priorities in the customer strategy.

- A responsive service, where staff and customer queries and complaints are actioned thoroughly, timely and learnings are taken from feedback.
- Recommend, oversee and manage the best external suppliers, agents and contractors to meet our targets.
- Support, coach and mentor your team to deliver homes which truly consider the needs and expectations of our residents.
- Provide oversight, relationship management and performance management working with the Repairs Hub to ensure excellent services are delivered.

How you'll do it

Leadership

- Establish and maintain a culture of service improvement, supporting your team to deliver our KPIs and evolving customer needs.
- Constantly challenge yourself and others to achieve and deliver better quality homes in line with our customer strategy.
- Effectively promote collaborative approaches to engage teams to work successfully to deliver the objectives of the Better Together strategy.
- Provide relevant senior level advice and guidance as required.
- Take responsibility for your own development, ensuring any gaps are identified and a learning plan put in place.
- Ensure every team member has a clear and tailored objective and learning plan to support their individual development.

Operational:

- Deliver all void processes from beginning to end, meeting KPIs, delivering value for money and providing excellent customer services.
- Implement quality control measures, ensuring your team conduct thorough inspections to maintain service excellence. Gather resident feedback to endorse satisfaction.
- Develop and implement efficient void, repair and maintenance processes and workflows and embed these into the daily workings of the department.
- Establish key performance indicators and dashboards to regularly report on void and repair performance and identify jeopardy cases.
- Own the void budget and assist in the management of the budget for all day-to-day responsive repairs, identify cost-saving opportunities and strategies in conjunction with operational colleagues to optimise value for money.
- Develop and maintain strong relationships with external partners and Local Authorities.

General

- Recruit, train, and induct new starters within your team, ensuring your team remains up to date on all mandatory training.
- Manage your team, including performance management procedures, disciplinary and grievance policies are followed quickly when needed. Lead on any relevant investigations or hearings as required.
- Ensure you and your team at all times are working in line with our financial regulations, health and safety policies, code of conduct and all other NHG policies.
- Foster positive internal working relationships within Operations and across NHG.
- Set clear expectations for your team to ensure excellence is achieved across all aspects of

their roles, reviewing performance targets, while living our customer strategy.

- When needed, work with others to deliver specific projects or service improvements.

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 Manager level.

Essential knowledge, experience and skills including qualifications and professional membership.

Essential

- Proven leadership in exceeding KPIs and delivering excellent services to residents.
- Successful staff development and performance management experience.
- Demonstrated adaptability, leading teams through ongoing change.
- Evidence of excellent service improvement achievements in a customer- focussed environment.
- Skilful workload management in a flexible and adaptable manner.
- Excellent interpersonal and communication skills, fostering effective collaborations.

Void and Quality Lead



Working better together
for our residents

- Evidence of building and maintaining strong relationships with external stakeholders and partners.
- Strong organisational, time, and resource management capabilities.
- Passionate about maintaining excellent standards for customer benefit.
- Proficient in spoken and written English, with strong report-writing skills for senior leaders.
- Experience of delivering refurbishment and repair services across complex delivery models.
- Intermediate Microsoft Office skills for drafting complex reports and analysing data.
- Pending confirmation of legislative changes, this role may require a qualification to demonstrate competence. If not already qualified, there may be an expectation to study towards a professional qualification.