

## What's it all about

As a Voids Inspector, you will provide support to ensure all our void homes are refurbished to a high standard and that our contractors deliver a consistent, high quality offering that drives great value for money.

The role goes beyond reporting what has happened and puts our residents at the heart of what we do, maintain 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 suppliers are providing a consistently high-quality repairs 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

- Assist the Void Manager, Void Coordinators, Surveyors and Local Officers in the delivery of void works.
- Provide simple and straightforward diagnosis of repairs to void homes, preparing reports in clear, easy to understand terms, along with specifications and recommendations.
- Continually monitor the quality and success of all void works, using data, analysis and insight to instigate appropriate improvements and recommendations.
- Manage a in-person post inspection regime for your patch, ensuring that works are carried out to a good standard and taking ownership where works are not to the required standard, and seen through to successful conclusion.
- Manage an in-person audit/oversight regime for voids, checking contractors whilst on site are complying with H&S obligations and following our code of conduct.
- Manage an in-person inspection regime to ensure void inspections are carried out in line with the NHG lettable standard and that specifications provided to, and agreed with contractors are in line with policy.
- Responsible for void spend, in line with budgets sets out, ensuring that costs are allocated to the correct budgetary areas.
- Ensure that all void works represent value for money and that variations and additional works are effectively tracked, recorded and agreed in line with financial guidelines.
- Support the preparation of overall stock condition inspections or undertaking local initial surveys for reactive or planned works.
- Work with all stakeholders and contractors to ensure all KPI's are met and processes and procedure are adhered to.
- Raise the profile of performance across the directorate, supporting colleagues to engage with, and understand repair process.
- Collaborate across Operations in sharing information on void performance, identifying reasons for over/under performance and recommending actions to be taken.
- Contribute to the implementation of effective void monitoring systems and process, ensuring they are supported by quality analysis and reporting.
- Ensure works are being carried out in a manner conducive with Health & Safety



Working better together  
for our residents

regulations and always being aware of your own Health & Safety status.

- Develop a good understanding of the profile of properties within your region, the contractors who service these and the colleagues you support.
- Provide technical expertise to support colleagues in delivering a best in class void service
- Contribute to the operational risk management activities within your team and the broader directorate.
- Assist with the monitoring of agreed performance indicators across contractors and consultants, and initiate improvements as required.
- Attend contractor meetings, as required.

### 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 working within the voids sector, carrying out pre, post audit and quality inspections
- Experience in formulating specifications, managing schedules of works and technical diagnosis
- Experience of contractor management
- Experience of writing and disseminating technical reports
- Good understanding of the relevant legislation, statutory and regulatory requirements

#### Desired

- DEA/FRA assessor trained
- Recognised HND technical qualification eg. building surveying or member CIOB