

## > Operations > Repairs > Repairs Operations & Voids

### What's it all about

As Voids Manager you will be responsible for delivering a successful, high quality void refurbishment programme. You will provide great support to your team 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 requires a combination of technical skills, strong communication, and a commitment to high property and resident standards. These skills will contribute to the overall success of the voids process 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 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

#### Leadership

- Establish and maintain a culture of service improvement, supporting staff to deliver change projects to meet developing and evolving customer needs.
- 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 member of staff has a clear objective and learning plan

#### Operational

- Ensure your team are carrying out void inspections in line with expectations and reports and condition photos are accurately recorded.
- Forecast and manage the void budget for the operational businesses you support, working with the Head of Operations to ensure costs and market variations are accounted for in budget setting.
- Provide clear and insightful reports into void trends and patterns to inform strategic decisions.
- Continually monitor the quality and success of all void works, using data, analysis and insight to instigate appropriate improvements and recommendations.
- Overall responsible for void spend across your operational regions and in line with budgets sets out, ensuring that costs are allocated to the correct budgetary areas.
- Ensure that all void contracts and works represent value for money and that variations and additional works are effectively tracked, recorded and agreed in line with financial guidelines.
- 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.



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- 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 regulations and always being aware of your own Health & Safety status.
- Develop a clear understanding of the profile of homes we manage, 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.

### **General**

- Ensure you and your teams follow the financial regulations, policies and procedures at NHG.
- Ensure you and your teams follow relevant Health & Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health & safety of others
- Ensure that you undertake any corporate responsibilities as required, including leading investigations and hearings in formal processes across the business

### **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 and your team act as the resident champion and advocate across all teams at NHG, escalating where necessary to deliver resident focused 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 manager level.

### **Essential knowledge, experience and skills**

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.

### **Essential**

- Experience of managing a high performing team in the repairs and/or voids environment



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- 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

**Desirable**

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