



Working better together
for our residents

Development Voids Executive

> Homes > Development and New Business

What's it all about

As Development Voids Executive, your role is to manage void homes in NHG's sales pipeline ensuring void units are regularly inspected, maintained and well presented for buyer viewing and purchase.

Reporting to the Sales Progression and Voids Manager, you will collaborate with both internal and external stakeholders to achieve sales targets by maintaining the high-quality presentation of homes coming to market.

How you'll make a difference

Your role is vital in ensuring a seamless sales progression process, leading to successful exchanges and completions. By maintaining diligent inspection schedules, ensuring the quality of the homes is maintained during the selling period and continuing effective communication with all parties involved, you will help NHG meet its sales targets and deliver a positive buying experience for customers.

How you'll do it

- Deliver outstanding customer service throughout the buying process, ensuring customers get to view new homes at their best.
- Manage void properties and ensure all homes are inspected and well-presented post completion. Ensure they are clean, safe, and in good working order.
- Identify defects and work with post construction team to manage swift and quality defect resolution.
- Manage and rectify defects or snagging issues where not handed to the post construction team, including obtaining quotations for works and monitoring completion and quality of works in accordance with relevant policies and processes
- Work with the Sales and Support Co-ordinator to ensure that all billing is up to date for void properties.

- Work closely with the Head of Sales, Sales Executives, and other internal teams, to ensure all homes are checked bi-weekly in line with our policies.
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.
- Hybrid arrangements - at least two days a week in an office or in a community/site based/partnership setting. On other days, working from home may be possible, depending on the work needed and the interaction required.

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. Please [refer to the framework](#). This role is at **staff** level



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Essential knowledge, experience and skills including qualifications and professional membership

Professional Expertise:

- Experience in managing void properties for sales.
- Knowledge of GLA guidelines.

Skills:

- Effective communication and teamwork.
- Strong organisational and administrative abilities.
- Proficiency in IT skills, including MS Office

Qualifications:

- n/a