**SOUTH DERBYSHIRE DISTRICT COUNCIL**

**JOB DESCRIPTION**

**DIRECTORATE: PLACE AND PROSPERITY**

**SERVICE: HOUSING**

**POST: VOIDS SUPERVISOR**

**GRADE: SO**

**RESPONSIBLE TO: REPAIRS AND VOIDS MANAGER**

**JOB SUMMARY**

To provide support to the Repairs and Voids Manager in delivery of maintenance programmes with a specific responsibility to deliver the voids programme.

Ensure the effective delivery of a commercially efficient, safe, quality-focused voids service, delivering homes to set standards. Will have a proven track record of delivering maintenance services, demonstrating value for money, and continuous improvement.

Effective relationship building, resource planning and management of contractors is essential to ensure consistent delivery and high levels of resident satisfaction.

**MAIN DUTIES AND RESPONSIBILITIES**

Be an ambassador of inspiration for the Council’s, mission, vision, and values.

Responsible for ensuring value for money is obtained from a modern DLO operating model that is seen as top quartile within the sector. Working with the Quantity Surveyor and Finance Contracts Officer to ensure financial commitments, variations and contractual costs are managed effectively.

Ensure a mixed economy of resources are planned and motivated to meet and exceed operational targets for voids maintenance, supporting the Repairs and Voids Manager in delivery of wider functions relating to the housing stock in accordance with policies, procedures and a 30-year Capital Investment Business Plan

To assist with the overall management of the housing stock and associated buildings with a lead role in terms of property safety and a supporting role in the overall condition of the properties. Ensuring effective planning and support of resources, carrying out diverse tasks in the repairs and maintenance fields.

To work with the planning and administration team in the planning and resourcing of the voids service, supporting planning for responsive repairs, and property/estate inspections to facilitate transfers, mutual exchanges, as required.

To supervise the voids service (and any other maintenance functions, depending on demand) to ensure that performance is maintained within the priorities, service standards and budgets set by the council.

To support the Repairs and Voids Manager in service delivery. Examples include, preparing and undertaking toolbox talks, ensuring training needs are identified (planned and undertaken), ensuring record keeping and data sets are maintained to a high standard, effectively handling complaints and communicating key messages.

To support the achievement of the Council’s Corporate Plan, observe Corporate Values and promote environmental sustainability.

Provide advice, information and attend meetings and training as required.

Exercise stewardship of the highest order in relation to budgets and other resources in pursuance of the Council’s aims and objectives and in accordance with the Council’s Standing Orders and Financial Regulations, including the co-ordination, production, management and monitoring of the service’s budget and performance.

To adhere to and ensure appropriate compliance with the Council’s Health & Safety Policy.

To support, promote and comply with the Equality, Diversity and Inclusion actions and requirements when undertaking the duties of this post.

To comply with the Employee Code of Conduct and Ethics Standards, acting as a role model in professional standards.

To respect the sensitivity and confidentiality of any information that they may have access to regarding clients/customers in adherence with the Data Protection policies of the Council.

To support the Repairs and Voids Manager in discharging duties and undertaking such other duties commensurate with the experience of the postholder and the grading of the post as may be reasonably delegated from time to time.

To deputise for the Repairs and Voids Manager in their absence.

## Specific responsibilities

To supervise the void’s function ensuring strong health & safety regimes are continually monitored. Delivering the voids service in line with contractual and service targets and in accordance with policies, procedures annual budgets and a 30-year Capital Investment Business Plan.

To assist with the management of the housing stock with a lead role in managing property safety and overall condition of the properties.

To support the Repairs and Voids Manager in overall management of the direct labour organisation (DLO) to ensure processes are streamlined and Operatives are working to their full potential.

Carry out and record regular toolbox talks, and team meetings.

To create planned schedules and work prgrammes for the maintenance of vacant properties, ensuring quality standards and timescales are adhered to.

Support the delivery of service initiatives and projects to improve the efficiency of the team and to minimise its environmental impact.

Manage budgets for vacant property maintenance.

Ensure complaints, MP enquiries and Counsellor enquiries are dealt with in accordance with the Councils policies and procedures, including carrying out complaint root cause analysis and undertaking corrective action to prevent any reoccurrence.

Assist the Repairs and Voids Manager to ensure that all repair services embrace best practice, provide value for money and operate within the respective legislative context.

Support the Repairs and Voids Manager in ensuring Project Officers complete inspections, surveys, and all work to a high standard and within an effective time.

To ensure that all voids are tracked and documented, ensuring IT systems are undated and evidence trails are in place for safety, value for money and quality assurance.

To provide regular reports in conjunction with or on behalf of the Repairs and Voids Manager relating to:

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* Performance.
* Health and Safety
* Property safety and compliance
* Customer Satisfaction
* Budgets

Maximise value for money and social value across operational activities.

Keep abreast of all organisational changes and business developments.

Undertake any other duties as requested by the Repairs and Voids Manager

**Date issued: February 2025**

**Issued by: Head of Housing**