

SOUTH DERBYSHIRE DISTRICT COUNCIL

JOB DESCRIPTION

DIRECTORATE:	PLACE AND PROSPERITY
SERVICE:	HOUSING
POST:	REPAIRS AND VOIDS ADMINISTRATOR
GRADE:	GRADE 4
RESPONSIBLE TO:	SENIOR ADMINISTRATOR SUPERVISOR

JOB SUMMARY

To support the Senior Administrator Supervisor in ensuring the team offer key support to the Compliance, Housing Management, and Operational Delivery teams.

To ensure void properties are processed according to procedures to minimise key to key times, whilst delivering a safe, compliant and fit-to-let home for incoming customers.

To support the Compliance, Tenancy Management, and Operational Delivery teams with administrative tasks.

MAIN DUTIES AND RESPONSIBILITIES

Be an ambassador of inspiration for the Councils, mission, vision, and values.

To ensure that correct financial controls are implemented in accordance with Financial Regulations and Audit requirements.

To ensure work is produced of appropriate and consistent quality through the development of and compliance with appropriate systems and procedures.

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.

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 and undertake 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.

SPECIFIC RESPONSIBILITIES

Using the MRI Enterprise Void Module, manage each void property through the prescribed process, ensuring timely transfer to the next stage until properties are let.

Ensure all relevant statutory compliance documents are available at each relevant stage of the voids process, particularly at point of customer sign up.

Respond to all customer, colleague and contractor queries via customer services contact, emails and online enquiries.

Provide information to other Housing teams and SDDC departments as required to advise of property configuration and availability for letting.

Liaise with the Council's external contractors as required to arrange access to void properties as required and to obtain updates on progress of works raised.

Raise jobs as required for void inspections, compliance checks, void works and variations as required. Ensure jobs are practically and financially completed as required

Contact customers to make appointments for pre-termination, transfer and post termination property visits and complete these as required, recording all relevant information to facilitate the void process.

Ensure void recharges are processed according to procedures.

Manage the utility supply to all void properties including lodging meter details with Utility Management company, topping up meters in debt both online and in person, liaison with suppliers to replace/upgrade meters as required.

Support with monitoring customer satisfaction by carrying out follow up calls to New Homes Satisfaction Surveys.

Support with performance improvement by collating weekly and monthly information on voids progress, key to key times and void costs.

Review invoices relating to utilities for void properties and raise purchase orders accordingly

Complete monthly reconciliation sheet for any credit card expenditure related to utilities on void properties

Review monthly contractor payments applications to ensure all payment claims are valid.

Support wider Reactive Operational team with customer liaison, raising and scheduling jobs and other tasks as required.

Ordering and raising of decorating vouchers.

To provide performance figures and financial information as required, under the guidance of the Senior Administrator Supervisor.

Attend contractor meetings, sending agendas and taking accurately recorded minutes detailing any actions.

Keep abreast of all organisational changes and business developments.

Provide cover for other members of the team as instructed by the Senior Administrator Supervisor.

Date issued: June 2025

Issued by: Head of Housing