

Job Profile Information: Void Repair Manager

Job Title: Void Repair Manager
Job Grade: Level 4, Zone 2
Salary Range: £45,042 – £51,870

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

Reporting directly to the Voids Operations Manager. The post holder will be responsible for supervising and ensuring the timeliness and quality of all void works undertaken by either directly employed trade staff, agency or specialist sub-contractors and for arranging access, and liaison with the housing management teams throughout the progress of the work.

Example outcomes or objectives that this role will deliver:

- Provide effective and efficient supervision of the voids direct labour work force and partnering subcontractors across designated geographical districts.
- Ensure that all work streams falling under your responsibility achieve or exceed the agreed service level agreements, minimum standards and supply chain basket rates.
- Pre & Post inspections of void properties ensuring quality, issuing remedial snag lists where required and delivery within agreed timescales and standards.
- Update all IT work flow systems to ensure work updates are captured and recorded at the earliest opportunity.
- Work closely with the repairs teams to coordinate work associated with the void and recall works to minimise duplication of resource.
- Discharge the Division's responsibilities under the Camden Safety Risk Management Model and manage all aspects of health and safety and compliance at all times.

People Management Responsibilities:

- Line management of a team of voids trade staff

Relationships:

- Provide support and guidance to housing management teams when technically challenging situations occur.
- Work in partnership with other repairs management teams to deliver an efficient repairs service borough wide.
- Establish supportive and effective relationships with supervisory teams, trades staff, back office staff and new tenants

Work Environment:

- Voids delivery is a high volume, fast moving environment and can involve high pressure on a regular basis. Flexibility, adaptability and the need to make decisions quickly is vital as priorities frequently change and information is updated in real time. You will be expected to visit properties on a frequent basis either pre, during or post completion.
- Our service to our residents operates over extended weekday working hours, typically 8 AM to 6 PM Monday to Friday and 8 AM to 1 PM Saturdays. You will be required to work flexibly to manage and support service delivery between these hours, this may include changes to working times / patterns in order to deliver an effective service.

Technical Knowledge and Experience:

- NVQ or equivalent in a building trade.
- Extensive experience supervising a reactive repairs/void service for social housing.
- Extensive experience of supervising a direct delivery workforce
- Experience of working in a high volume maintenance/void environment.
- Up to date understanding of the health and safety responsibilities of a maintenance service, preferable IOSH Managing Safely.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG.

Chart Structure

