

## **Job Profile Information: Voids Operations Manager**

**Job Title: Void Operations Manager**

**Job Grade: Level 5, Zone 2**

**Salary Range: £53,897 - £65,350**

**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:**

Accountable to the Head of Repairs and Operations the post holder will be commercially and operationally responsible for delivering a high standard of complex void repairs across the entire Councils property portfolio. Managing a supervisory team, direct labour tradesmen, and assigned sub-contractors whilst maintaining effective budget management of current £4m budget for service.

### **Example outcomes or objectives that this role will deliver:**

- Deliver a good quality and cost-effective voids service within budget, high safety standards, and compliance measures.
- Robustly manage performance, productivity and value for money in the voids delivery.
- Manage the day-to-day operational relationship between the Council and the appointed contractors.
- Maintain customer satisfaction at a sustainable level.
- Ensure voids operations remain within all LBC H&S policies.
- Monitor void turnaround times to ensure efficient void delivery and minimise property income loss.
- Validate and approve works that require transferring to the Major Works or Planned Works programme if required.
- Work with the housing management team to understand any potential needs of new tenants.
- Take responsibility for facilitating effective co-operation between relevant stakeholders/partners, share information willingly, appropriately and work with others to improve integration and efficiency.

### **People Management Responsibilities:**

- Line management of a team of up to 6 voids supervisors with overall operational management responsibility for entire voids team consisting of

supervisors, trade staff, sub-contractors, agency staff, and back office staff (approx. 25 in total).

- Point of escalation for all operational voids enquires across the team and other repairs and operations employees.

### **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.
- Ensure that customer feedback is used to improve performance and integrate delivery with service users' expectations, and that business intelligence underpins the business strategy.
- 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:**

- Background in a trade-based specialism.
- Extensive experience in delivering a reactive repairs/void service for social housing.
- Extensive experience of managing 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.
- Evidence of commercial acumen to manage the service within budget.
- Ability to project manage complex programmes of work.
- Evidence of continuing professional development.

### **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](http://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](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG.

Chart Structure

