

Job Profile Information: Voids Operations Manager

This supplementary information for Voids Operations Manager is for guidance and must be used in conjunction with the Job Capsule for Job Level 5 Zone 2. Camden Way Category 4.

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.

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit by clicking [HERE](#)

Chart Structure

