

Rykneld Homes Ltd.

Job Description

Division: Property Services **Service:** Void Delivery

Post: Voids Manager

Post Number: RH151

Responsible To: Property Services Operations Manager

Subordinates: Void Supervisor's, Surveyor's, Operatives, Planners and Administrators

Key Accountability

- To be responsible for the delivery of all work required to bring empty homes up to the agreed lettable standard.
 - To be responsible for the overall management of the "inhouse" void DLO teams.
 - To be responsible for the delivery of voids works primarily through the allocation of work to the in-house void workforce or through management of external contractor arrangements where appropriate.
 - To be fully responsible for ensuring contractors deliver works in compliance with the contract specification and that they adhere to all legislative and regulatory requirements and Rykneld Homes standards.
 - To manage the end to end repair process for voids, including information and data management, performance monitoring and reporting and financial management of the department.
 - To ensure that all necessary documentation is in place and all stock and asset information is captured during the process.
 - To work closely with all other departments to ensure Rykneld Homes maximises the use of all resources.
 - To ensure all empty homes are managed effectively within the existing strategies for the organisation. Working closely with the Head of Business Development and Development Manager to align work with the Disposal and Acquisition Policy and any large-scale Capital Works or Regeneration programmes.
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Main Duties and Responsibilities

- To manage a customer focused, value for money service which aligns with the values of the organisation.
- To manage all resources effectively and efficiently.
- To work in conjunction with the Health and Safety Manager to provide a safe working environment, proactively developing safe working practices in (primarily but not exclusively) a building and construction related environment.
- To determine and manage performance throughout the voids process including voids turnaround and DLO and contractor performance.
- To contribute to the budget setting and monitoring processes, ensuring financial targets are met and budget monitoring is effective.
- To produce SMT and Board reports where required.
- Ensure the statutory obligations in relation to the Construction, Design and Management Regulations, the Construction Act and relevant Environment legislation are met.
- Maintain an up to date knowledge of legislative and best practice changes within the social housing environment, make recommendations for changes to Policy and Procedures to reflect such changes and co-ordinate implementation.
- Establish appropriate data collection processes, providing timely and accurate performance reporting information.
- Undertake any other duties commensurate with the general level of responsibility of the post.

Key Contacts

- Void Manager (Client)
- Regeneration team
- Operations Manager (PRVM)
- Housing team to include CBL & HSO's
- Tenants and Service Users
- Service user Groups – TARGs, Community Partnerships
- Councillors and MPs
- Rykneld Homes Senior Management Team and Directors
- Rykneld Homes Service managers and staff
- Contractors/Partners and their representatives including managed services.
- External contractors
- Health & Safety Manager

Person Specification

Personal Skills/ Characteristics	Essential	Desirable
<u>Skills and Experience</u>		
<ul style="list-style-type: none"> • At least 5 years experience of working in a construction or housing related environment of which at least 2 years must have been spent in a management capacity, including supervision and budgetary control. • Experience of contract management in a similar environment or delivery of any empty homes service. • Experience of strategic planning and management of projects • Experience of managing a multiple trade property team delivering top quartile performance on quality and void turnaround • Experience of contract management in a similar environment or delivery of an empty homes service, • Experience of managing trades based personnel within a service delivery organisation. • Experience of financial planning and cost management with significant (£ multi million) budgets. • Experience of successfully managing change. • Able to work under pressure, responding flexibly and to tight deadlines. • Excellent communication, negotiating and presentation skills. • Experience of setting targets and monitoring performance. • Experience of developing and implementing strategies and policies. • Possess a full valid driving license. 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓

Personal Skills/ Characteristics	Essential	Desirable
	✓	
<p><u>Specialist Skills and Knowledge</u></p> <ul style="list-style-type: none"> • Demonstrate understanding of the principles of operating a business in a competitive environment and within a public sector context. • Leadership & people management skills including motivation, team building and staff development • Demonstrable Project Management skills with an ability to identify key actions, milestones, workload prioritisation resource planning and action plan towards efficient delivery. • Knowledge of the current local government democratic processes and understanding of the political context in which the service is delivered. • Knowledge of related and appropriate Health & Safety legislation and an ability to apply this in practice • Knowledge of appropriate policies and procedures relating to current Building Regulations & Housing Acts. • Understanding of risk factors, including Health and Safety, associated with construction related work. • Knowledge of legislation, policies and procedures related to Building Regulations and Housing 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓
<p><u>Qualifications and Training</u></p> <ul style="list-style-type: none"> • Educated to degree level or equivalent experience through time served in a construction related 	✓	

Personal Skills/ Characteristics	Essential	Desirable
discipline. <ul style="list-style-type: none"> • Evidence of continuous professional development 	✓	
<u>Personal Qualities</u> <ul style="list-style-type: none"> • Commitment to equalities legislation and a good understanding of its relevance to this post. • Commitment to customer care and an understanding of its relevance to this post. • Committed to team working with a positive approach to problem solving • Articulate with the ability to communicate with a wide variety of stakeholders 	✓ ✓ ✓ ✓	

Equalities Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. If appropriate, disabled candidates should indicate on the application form if they have needs which should be taken into account by the shortlisting manager.