



Job description

Job title: Voids and Responsive Repairs Officer

Post No:

Grade: Band 8 to 9

Directorate: Housing and Communities

Reports to: Repairs and Voids Manager

Purpose of the job

The aim of this role is to ensure smooth and efficient operational delivery of the responsive and void repairs service.

Main areas of responsibility

To undertake inspections to Council owned property (both social rental and corporate property) whether tenanted or void. To diagnose disrepair, issue works orders and monitor contractor performance in the execution of work.

Plan and investigate and recommend use of appropriate building products

Ensure adherence to health and safety requirements around FRA's, asbestos, gas servicing, fixed wire electrical inspection, PAT testing, water hygiene, lift maintenance and other similar in the context of domestic and commercial premises.

Specifically in relation to voids, to ensure void pre and post inspections are undertaken in a timely manner and that contractor performance is monitored to ensure prompt turnaround times are achieved to void property

Monitor, manage contractor performance and attend contractor meetings to build good working relationships

Help manage resident and property data to ensure that information is correct and accurate at all times.

Provide a high level of service that places tenants at the centre of service delivery and decision-making.

Values

To promote and ensure our values are embedded in all aspects of service delivery and partnership working:

- **We Care:** Valuing others and developing ourselves; committed and passionate about what we do.
- **We Innovate:** Ambitious, creative and resourceful; putting customers first and learning from feedback.
- **We Achieve:** Taking responsibility and seeking excellence; always proud to serve.

Health and Safety

To take reasonable care for the health, safety and well-being of yourself and others who may be affected by acts or omissions at work.

Equality

Melton Borough Council has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are accessible to everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees.

Criminal background check

Safeguarding children and adults is of utmost importance at Melton. This role has been identified as requiring a Disclosure and Barring Service (DBS) check. It is an obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status while employed.

The responsibilities and duties listed above will vary from time to time without changing the character of the post or the level of responsibility entailed. You will be expected to adopt a flexible approach to ensure the efficient and effective implementation of relevant projects, programmes, policies and procedures.



Person specification

Demonstrable experience in diagnosing disrepair to residential properties and conducting void surveys to identify works required for re-letting

Knowledge and understanding of construction methods and materials and the pros and cons of construction methods and materials, types and usage.

Knowledge of health and safety requirements in relation to FRA's, asbestos, gas servicing, fixed wire electrical inspection, PAT testing, water hygiene, lift maintenance and similar in the context of domestic and commercial premises.

Excellent working knowledge of Microsoft Office suite applications.

Qualifications

- A relevant construction qualification equivalent to HNC or higher, or a construction trade background or
- English & Mathematics at or above grade C GCSE or an equivalent qualification or evidence through work experience.

Full driving licence and access to a car.

Ability to work in confined spaces, at height and use fall arrest systems with training.