

Job Description and Person Specification

Job Title	Voids Business Manager
Job Grade	<p>This is a Level 4 management post, responsible for the management of their team and resources, and accountable for their performance</p> <p>This post is graded at G7</p>
Reports to	Head of Lettings and Housing Options
Direct Reports	<ul style="list-style-type: none"> • Work Planners • Administration Officers <p>Total employees managed up to 12</p>
Other Resources	<p>Petty Cash – up to £200</p> <p>Credit Card – up to £500</p>
Role Purpose	<p>This is a Level 4 management post, responsible for the management of their team and resources, and accountable for their performance.</p> <p>Lead, develop and promote the Lettings, Homelink and Voids service across the city, providing effective management of void properties to maximise income and customer satisfaction with the new homes service. Lead a culture of intensive performance management throughout the various stages of the voids and rehousing processes.</p>
Key Accountabilities	<ul style="list-style-type: none"> • Lead a customer-focused service that achieves high levels of customer satisfaction. • Proactive performance management of the end to end processes • Ensure the submission of paperwork including works orders, time sheets and vehicle log sheets takes place. • Ensure the effective management of void properties, maximising income to the Company by minimising void periods. • Manage a diverse team of Administration Officers and Works Planners providing support to the Lettings, Housing Options and Voids teams. • Advising on trends in relation to supply and demand,

	<p>making recommendations for the annual lettings plan and development opportunities.</p> <ul style="list-style-type: none"> • Overseeing the ordering of office supplies and other goods • Manage the Health and Safety of the team and service delivery • Deputise in the absence of other managers within the team • Prepare, interpret and present potential complex lettings ,options and void reports succinctly to senior management and the board • Acts as Company ambassador, promoting the Company's culture and values internally and to other stakeholders • Supports the Head of Lettings and Housing Options and the Head of Voids to lead, manage and develop the department • Accountable for the team's performance and for the delivery of the team's objectives • Responsible for effective resource management and value for money in their service area. • Continuously reviews and develops the team's performance and value for money against best practice and external benchmarks • Empowers and develops people to become excellent NCH employees • Effective cross company engagement with other managers to ensure joined up service development and delivery • Actively promotes putting tenants and leaseholders at the heart of everything we do • Ensure safe working practices are embedded in all work streams to maintain the BS OHSAS 18001, ISO 14001 and ISO 9001 accreditations • Additional duties as allocated by NCH as and when required
Generic Responsibilities	<ul style="list-style-type: none"> • Demonstrate and promote excellent standards of customer care in the context of Nottingham City Homes'

	<p>Mission, Vision and Values, to uphold the Equality and Diversity policy and to participate in training activities necessary to the post.</p> <ul style="list-style-type: none">• Adherence to Standing Orders and Financial Regulations and Health and Safety standards.• Additional duties as allocated by NCH as and when required.
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PERSON SPECIFICATION – Void Business Manager

Requirements	Essential – E /Desirable - D
Experience and knowledge	
<ul style="list-style-type: none"> • Experience of managing people • Experience and knowledge of the delivery of high quality housing services • Experience of delivering great customer service whilst looking for best practice and value for money. • Experience of using IT as an analytical and management tools • Deliver continuous improvement 	<p>E D E E E</p>
Skills & Abilities	
<ul style="list-style-type: none"> • Engage, motivate and develop people, leading the team to work collectively to achieve company objectives. • Excellent written, verbal & interpersonal skills with the ability to work collaboratively and communicate at all levels • To performance manage a team and develop services to maintain top quality performance in service delivery • Excellent negotiation and investigative skills, the ability to manage projects and budgets effectively • Make the best use of the available resources • Ability to make clear decisions at an operational level to ensure service continuity • Ability to use all Microsoft & bespoke company IT packages • Ability to analyse and interpret complex information 	<p>E E E E E E E E</p>
Qualifications	
<ul style="list-style-type: none"> • Management qualification i.e. ILM Level 5 or equivalent experience proven track record of success • Chartered Institute of Housing qualified • Evidence of continued professional development 	<p>E D D</p>
Behaviours	
<ul style="list-style-type: none"> • Positive, professional attitude to getting things done • Creative and innovative, encourages fresh thinking • Deliver services through joint working • Ambassadorial and approachable to stakeholders 	<p>E E E E</p>

Author.....Date.....