

ROLE **PROFILE**

JOB TITLE: Repairs and Voids Inspector
REPORTING TO: Maintenance Contract Manager
TEAM: Housing Managed Contract (Housing)

JOB OVERVIEW

To manage all aspects of and deliver all aspects of void and responsive repairs in line with all related ForHousing policies and procedures, to drive service improvement enhancing the customer experience and provide a value for money service.

To take a lead role in the effective delivery of the voids and responsive repairs service and associated contractor management to achieve performance targets.

Ensure that the voids and repairs service continually improve, is fit for purpose and delivers on key performance targets.

To undertake checks on void and responsive repairs prior, during and after any works undertaken.

To work effectively alongside other Maintenance team members and with ForHousing's main Subsidiary Contractor and any other subcontractors.

ABOUT THE ROLE



**FUTURE
FOCUSED**



**WORK
TOGETHER**



**ACT
WITH CARE**



**MAKE A
DIFFERENCE**

We have big plans driven by our priorities and underpinned by our values and principles. We don't focus simply on what we do – how we do it is equally important. It's the way we work.

Your main responsibilities will include:

- To help maintain and identify areas of best practice to ensure Void and Responsive Repair costs are within allocated budgets and identify efficiencies.

- To liaise with ForHousing staff, customers and stakeholders on all matters relating to responsive repairs and other servicing activities. To ensure customers and stakeholders priorities are incorporated in repair strategies and methods of delivery.
- To ensure regulatory and legislative requirements and good practice is incorporated into repair methodology. To contribute to developing ForHousing's repairs policy.
- To assist in the management and delivery of the void process, including inspections, contractor liaison and documentation.
- To support in providing an effective and value for money voids and allocations service within Ellesmere Port and Neston.
- To be the point of contact for ForHousing members in relation to contractor's performance, ensuring that organisational KPIs are met.
- To assist and support in the training of the ForHousing staff in relation to voids and repairs.
- To lead and support in aligning services across ForHousing.
- To prepare for and engage in operational meetings to provide updates, monitor progress and highlight concerns.
- To take a lead on building and maintaining relationships with key partners and stakeholders to ensuring they have a positive impact on the void and responsive repairs service and delivery.
- Ensure that complaints are dealt with swiftly & effectively on an on-going basis. Ensure that staff/partners learn from complaints and utilise this as a service development tool.
- To supervise and control repair work carried out to the ForHousing stock and certify accounts for this work
- To undertake any general surveying duties or project management duties as directed by management.
- Act as a client link between contractors, consultants and customers during any works undertaken to ensure that the works are carried out in a manner which represents excellent customer service and supports the vision and values of ForHousing.
- To assist with developing robust performance management arrangements, contribute to good practice and manage preparations for external audits and inspections.
- To be instrumental in facilitating and delivering the Void and Responsive repairs service and process improvements in line with ForHousing's corporate objectives.
- To promote a positive performance management culture within the department and taking a lead on identifying and resolving areas of concern.
- To continually review best practice and introduce innovative new ways of working to improve service delivery and performance.

WHAT WE ALL NEED TO DO

- To help us achieve our purpose of improving lives, we all live by our four main values: passion, openness, respect and trust.
- We support the organisation to make sure we continue to maintain and even exceed expectations, work to high performance and compliance standards and demonstrate value for money.
- Everyone adheres to data protection regulations ensuring that confidentiality is maintained around access to commercially sensitive or personal information in line with our policies and procedures.
- We thrive in an inclusive environment, where everyone is valued.
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- Everyone undertakes personal development activities which will support you in your job and help you continually innovate and reach your full potential.
- From time to time you may need to undertake other tasks commensurate with your role.

PERSON SPECIFICATION

Person Specification:

Assessment Key: AF = Application Form I = Interview T = Test/Assessment QC = Qualification Certificate

AREA	REQUIREMENT (All criteria are essential unless defined as desirable)	ASSESSED BY:
Qualifications and Training	<ul style="list-style-type: none"> • Evidence of education to at least GCSE level in equivalent in Maths and English. • Good written and verbal communication and numeracy skills • Knowledge of relevant housing legislation (Desirable) 	<p>QC</p> <p>AF AF/I</p>
Experience, knowledge, skills and qualities	<ul style="list-style-type: none"> • Strong evidence of customer focus with relevant experience • Clear understanding of current issues affecting the sector. • Demonstrate strong IT skills • Experience of working in a performance culture • Experience of working to key organisational objectives • Excellent knowledge of the voids, allocation and lettings process and the impact it has for customers and the organisation • Experience of delivering training and briefing sessions • Ability to establish effective and productive relationships • Demonstrate strong negotiating and influencing skills 	<p>AF/I AF/I AF AF/I AF/I AF/I AF/I AF/I AF/I AF/I</p>

YOU'RE THE DIFFERENCE

Skills and abilities	<ul style="list-style-type: none"> • Excellent communication skills with an ability to communicate at all levels • Excellent verbal, written and listening skills • Ability to prioritise and organise • Ability to show initiative and problem-solving skills • An understanding of equal opportunities in relation to the letting of social housing • Able to make sound judgements on the information available • An ability to engage and build productive and positive relationships with partner agencies and stakeholders • Driven and enthusiastic with the ability to identify issues and resolve them with the minimum of supervision 	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
Personal qualities	<ul style="list-style-type: none"> • Current driving licence and use of a car for work purposes • Ability to work outside normal working hours in accordance with the needs of the business, including occasional attendance at evening and weekend meetings 	<p>AF/I</p> <p>AF/I</p>

In partnership with



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