

## Job Description

### Voids and LeVngs OLcer

Job Details	
<b>Grade</b>	C (consultation grade - subject to formal evaluation under the Pay Equity/Review)
<b>Job Evaluation Number</b>	A208
<b>Number of Posts</b>	15
<b>Directorate</b>	City Housing
<b>Division</b>	Housing Management
<b>Department</b>	Housing Management
<b>Service Area</b>	Housing Management
<b>Reporting to</b>	Voids and LeMngs Housing Manager

#### Strategic statement about Birmingham City Council

#### 1.0 Portfolio Responsibilities

Responsible for providing and delivering an efficient, customer focused and professional voids and leMngs service. The job role will ensure that Council homes are let with an emphasis on sustainable tenancies. Responsible for contributing to continuous improvement and development of those services.

#### 2.0 Key Responsibilities (WHAT DO WE EXPECT THIS ROLE TO ACHIEVE)

Promoting a culture of customer focus and to ensure that the services delivered. This includes being responsive to local needs, encouraging involvement and feedback as an integral part of the service.

Providing advice and information to colleagues, housing applicants, existing tenants and partner agencies. This includes choice-based leMngs, housing options, tenure types and mutual exchanges. Dealing with written and verbal enquiries in connection with all related matters.

Supporting the work of the Housing Management Teams. This is in relation to the management of mutual

exchanges, assignment and succession requests in accordance with statutory and policy obligations.
Liaising with the repairs team and other teams as appropriate. Sharing information to ensure that void periods are kept to a minimum and re-letting targets are achieved. Including specifying repairs identified during pre-termination visits and quality checking of void work.
Ensuring that the allocation and letting of properties is undertaken in an appropriate and timely manner. Ensuring alignment with the provisions of the Birmingham Choice Scheme and that any potential risks are fully assessed and escalated.
Working with prospective tenants to ensure that they are able to sustain their new tenancies. Undertaking affordability assessments and signposting or referring to other partner agencies as needed.
Carrying out all key stage front line duties to let empty properties efficiently. Including pre-termination visits, pre tenancy interviews with housing applicants, property viewings and new tenant sign ups.
Co-ordinating the completion of all required property processes and documents to allow efficient letting of the property. This includes Gas Certificates, Electrical Performance Certificates (EPCs), post inspections, keys, offer letters, etc.
Co-ordinating the completion of CORE information relating to lettings.
Co-ordinating the handover of tenancies to the Housing Management Team to allow the seamless execution. Recording of new tenancy visits and introductory tenancy review visits.
Undertaking in-depth interviews in a sensitive manner with applicants in connection with their housing. This involves discussion of the applicant's personal circumstances ensuring confidentiality is maintained at all times
Ensuring vulnerable applicants are identified and supported by signposting to appropriate support agencies.
Requesting and verifying documents to support housing applications and offers of accommodation. Ensuring confidentiality is maintained at all times, making relevant checks with internal and external agencies
Ensuring the Safeguarding of Children and Vulnerable Adults. Identifying and making referrals in line with safeguarding policies and procedures for housing and tenancy support.
Supporting the voids administration process, including managing the processes notes, raising work orders, and resolving debts etc.
Acting as a point of escalation for Voids and Lettings Assistants on enquiries.
Overseeing and implementing the furniture recycling project through the Moving Out Service and liaise with partners on the collection/delivery of furniture.

Carrying out risk assessments to incorporate Health & Safety around both the physical environment and managing customers.

Supporting the recruitment and selection process.

### 3.0 Management Responsibilities (excludes those who are INDIRECTLY supervised i.e., through others)

Post Title	Post Title - Grade - Number of Posts	Number of Posts
Voids and LeMngs Assistant	Voids and LeMngs Assistant - - 2	2
Voids and LeMngs Administrator	Voids and LeMngs Administrator - - 1	1

### Special Conditions

Is Safeguarding Check needed?

## Person Specification

### Essential Criteria

Method of Assessment (M.O.A): Application Form; Work Based Exercise; Interview; Qualifications; Presentation

Experience	AF/I	Have experience in a housing management or customer focussed service.
Experience	AF/I	Have experience of delivering a comprehensive voids and leMngs service in a social housing environment.
Experience	AF/I	Have experience of working in a multi-disciplinary environment that is driven by strict and demanding deadlines.
Experience	AF/I	Have experience of responding to complex and sensitive situations using diplomacy.
Experience	AF/I	Have experience of working with a range of

		stakeholders.
Experience	AF/I	Have experience of producing draft reports and compiling letters and basic correspondence.
Experience	AF/I	Have knowledge of relevant legislation including the Housing Act 1985, the Housing Act 1996 Part 6. Also, the Localism Act 2011, the Housing & Planning Act 2016
Experience	AF/I	Have an understanding of housing need.
Experience	AF/I	Have an understanding of basic building construction. Involving minor repairs, decorating, gas and electric safety and quality control.
Experience	AF/I	Have knowledge of welfare rights.
Experience	AF/I	Have experience and a good understanding of performance management. Able to work to strict timescales and the meeting of targets.
Skills	AF/I	Have proficient spoken English skills, as mandated by the Immigration Act.
Skills	AF/I	Have good problem solving skills
Skills	AF/I	Have excellent communication and media skills (written and verbal)
Skills	AF/I	Have excellent IT skills, being literate in business applications
Skills	AF/I	Able to deal with sensitive situations in an empathetic way
Skills	AF/I	Able to organise own workload and to work with minimal supervision
Skills	AF/I	Able to act under own initiative in investigating and finding the appropriate solutions to problems
Skills	AF/I	Able to accurately record information using appropriate systems
Other	AF/I	Demonstrate an excellent understanding of

		equality issues. Committed to promoting and developing positive initiatives in all aspects of work.
Other	AF/I	Demonstrate commitment in delivering integrated and customer focused services in a context where there are diverse needs.
Other	AF/I	Demonstrate an awareness of Health & Safety and Risk Management
Other	AF/I	Able to demonstrate commitment to the Council's Values and Behaviours.
Other	AF/I	Able to be mobile and able to visit residents in all areas
Other	AF/I	Have a flexible approach to the requirements of the job, being able to attend occasional evening meetings
Other	AF/I	Display a passionate, 'can do' attitude and approach. Taking responsibility to handle issues and employ appropriate solutions to get things done.
Other	AF/I	Able to commit to delivering the best customer experience possible. Demonstrating passion and a caring approach to enhancing the quality of lives of residents and improving communities.
Other	AF/I	Able to make a positive contribution to the team culture. Able to inspire and gain the confidence of others through displaying an inclusive approach to work.
Other	AF/I	Able to adopt a dynamic approach to connecting experiences on the ground with the bigger picture.
Other	AF/I	Have a high level of self-motivation, initiative, flexibility and responsiveness.
Education	AF/I	Have excellent standard of English & Mathematics.
Training	AF/I	Demonstrate commitment to complete mandatory job training and acquire job specific mandatory

		qualifications and CPD.
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All staff at BCC understand and are committed to Equal Opportunities employment and service delivery.

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As a Disability Confident Committed Employer, we take positive action to ensure people living with a disability or a long-term health condition feel supported, engaged, and able to fulfil their potential in the workplace. People with a disability telling us on their application form they wish to participate in the scheme and who can then demonstrate in their application that they meet the essential criteria for the role will be shortlisted and offered an interview.

### Safeguarding

Everyone has a responsibility to safeguard the welfare of children, young people, and adults at risk, whatever the role of the individual, or Birmingham City Council service or Directorates they work in. Birmingham City Council will work with the appropriate statutory bodies when an investigation into child abuse or a safeguarding adult's investigation is necessary.

The Council is committed to safe recruitment practices and recognises that this fits into an overall corporate approach to safeguarding across a range of functions that need to operate together in order to be effective. This applies to employees, volunteers, work placements, elected members, licencing, school transport arrangements and any other regulated positions.

The Council's safe recruitment process includes pre-employment vetting which involves establishing full employment histories; proof of identity; satisfactory references; health assessment; checks of qualifications; asylum and immigration checks; and criminal record checks with the Disclosure and Barring Service.

The Council's website will contain links to the current versions of safer recruitment policies that are in force.

In line with this, everyone has an overarching responsibility for safeguarding and promoting the welfare of all children/young people and adults in the area.

- Work in a way that prevents and protects service users from abuse;
- To be aware of the signs of abuse or neglect;
- Recognise the signs of abuse and neglect; and
- Record and report any concerns or incidents.

Record and report any concerns or incidents.

At Birmingham City Council (BCC), we are committed to creating an environment and culture that promotes equality, diversity, and inclusion; making sure BCC is a place for people to be their best, authentic selves. We welcome applications from people of all backgrounds, including those with caring responsibilities and flexible working options will be considered. We are building up our vibrant staff networks for peer-led support, with safe spaces for those who need it and offer access to our talent programmes to support everyone in reaching their aspirations and fulfilling their potential.