

**WOKING BOROUGH COUNCIL
JOB PROFILE**



Job Description

Job Title: Housing Voids Surveyor

Pay Grade: W5

Directorate: Communities

Team: Housing Assets

Reporting to: Housing Voids Manager

Budgetary Responsibilities:

- Staff – N/A
 - Other Direct – N/A
 - Other Indirect – N/A
- Total N/A**

Job Purpose:

Work collaboratively with service managers, peers, contractors and customers providing a one team, customer centric approach to service delivery ensuring the Voids Service and lettable standard is delivered on a property-by-property basis.

- Working alongside the Void Manager oversee and manage the “key to key” stage of the Void (empty home) process by providing technical guidance, specifications, contract management and quality control in order to meet relevant regulations and consistently achieve the required lettable standard.
- Oversee and manage all voids/repair works associated with the Council’s housing stock, providing technical guidance and production of technical specifications that meet relevant regulations leading to homes being maintained to a high standard (including Decent Homes Standard).
- Be part of a surveying resource group within the Housing Assets Team and support peers and cover alternative work areas as and when required.
- Provide an excellent and responsive customer experience and service including all relevant communications necessary when undertaking this role.

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Main Tasks:

1. Carrying out (on own or jointly with the repairs service provider) full surveys to voids (or occupied properties as required), to diagnose serious and/or complex repair or structural issues, identify solutions and devise plans of work.
2. Take responsibility for obtaining any specialist reports, arranging testing, obtaining quotes and processing payments for these.
3. Produce work plans for remedial works including liaison with other services, contractors, specialists and utility companies.
4. In conjunction with contractors, design and specify any major works required to major works voids. Ensuring required standards of quality, performance and value for money are met and maintained.
5. Carry out surveys of properties that may be purchased by the Council to identify any serious repair or structural issues.
6. Provide detailed technical estimates for works, including obtaining any required building, gas and electrical works reports and estimates.
7. Carry out any assessments of properties and provide initial reports on options to facilitate referrals to asset management and capital delivery, homes & schools for disposal, major structural works, larger homes schemes etc. Liaise with technical staff from these teams as needed to develop appropriate options.
8. Supervise any major void works on site to ensure that the required standards of quality and performance are provided and maintained.
9. Provide relevant and timely updates on progress of works to Voids Project manager.
10. Exercise financial control over Void budget and report to Void manager on any increased cost or additional works issues.
11. Authorise contractor invoices for payment and ensure completion of all contract instructions and variations of work and that all required documentation is provided to Transaction services to facilitate payment of orders.
12. Attend all Void performance and management meetings with or to deputise for Void Project Manager as required.
13. Carrying out (on own or jointly with the contractors) void inspections to categorise voids in line with agreed criteria, to identify required pre and post occupation repairs, rechargeable repairs, tenant's improvements, and ensure they are completed to the "lettable standard" within the targets set.
14. Arranging for sufficient keys to be available to facilitate the commencement of repair work and the viewing of properties also ensuring utilities are ready for contractors to begin works.
15. Preparing inspection schedules and survey reports in plain English using appropriate technical descriptions of building components to support recommendations for works to be completed or action to be taken.
16. Ensuring that the void properties schedules, lists of post occupation works, information for gifted improvements are forwarded to the Housing Management team/Allocations team within set target timescales.

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17. Liaising with the viewing officers and repair partners concerning feedback on the condition of properties and the scope for completing lettable standard works prior to occupation.
18. Liaising with viewing officers on hard to let properties (including sheltered housing) to identify works that may be required to facilitate letting within void budgets and obtain estimates from service provider for works outside the voids standard.
19. Carry out post inspections (on own or jointly with the contractor) to ensure that adequate repairs and safety checks of gas and electrical installations have been completed and the quality meets the required standard.
20. Proactively reporting repairs to individual properties and communal parts of blocks identified when making routine site visits
21. Covering duties of the Voids Project Manager as necessary.
22. To build and maintain strong working relationships with the Council's Housing Asset team and the wider council's teams. Particular focus on maintaining and providing continuous improvement to the voids service and relationship with contractors.
23. Maintain a good working knowledge of legislation/guidance and changes affecting delivery of building safety, asset management, repairs and maintenance services that might impact the Housing Service and Council.
24. To represent and promote the Council's interests as they relate to the Council's housing stock amongst other agencies, contractors, and organisations etc, and to promote good relationships and joint working initiatives to achieve Council's objectives.

People Management: N/A

Service Management: N/A

Financial Responsibility: N/A

Other Responsibilities:

To carry out any other reasonable duties as required by the Voids Project Manager/ Wider Housing Assets Management Team.

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Person Specification

Key:

E = Essential, D = Desirable,

A = Application Form, I = Interview, P = Presentation, T = Test

Please list as required.

Criteria	Standard	E/D	Measure
Education & training	<ul style="list-style-type: none"> • HNC in building or equivalent qualification/experience 	E	A
	<ul style="list-style-type: none"> • Working knowledge of building defects and the ability to identify solutions and remedial works 	E	A
	<ul style="list-style-type: none"> • Completed training in health and safety fields, such as, asbestos awareness, fire safety, etc. 	E	A
	<ul style="list-style-type: none"> • Professional understanding and knowledge of the Construction Act and other relevant legislation 	D	A
	<ul style="list-style-type: none"> • CSCS Card 	D	A
	<ul style="list-style-type: none"> • Commitment to CPD 	E	A

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Experience	<ul style="list-style-type: none"> • Knowledge and experience in working within a local government housing service or Registered Provider (i.e. housing association) in a similar role 	E	A/I
	<ul style="list-style-type: none"> • Exceptional standards of customer care and the ability to deliver accurate and clear communications, especially on a face-to-face basis 	E	A/I
	<ul style="list-style-type: none"> • Evidence of site based surveying 	E	A/I
	<ul style="list-style-type: none"> • Experience of collaborative working with a range of external organisations, contractors and other council departments to achieve strategic objectives 	D	A/I
	<ul style="list-style-type: none"> • Experience of working with Schedule of Rates, preferably the NHF Schedules 	E	A/I
	<ul style="list-style-type: none"> • Excellent written and verbal communication skills, including the ability to explain complex legal and technical issues to members of the public. 	E	A/I
	<ul style="list-style-type: none"> • Proven ability to Promote a positive health and safety culture 	E	A/I
	<ul style="list-style-type: none"> • Excellent organisational skills with the ability to manage and prioritise workloads in an efficient, effective manner. 	E	A/I
	<ul style="list-style-type: none"> • Able to work collaboratively with colleagues to meet the needs and priorities of the Asset Management Team. 	E	A/I
	<ul style="list-style-type: none"> • Build and maintain effective working relationships with Contractors, resident groups, consultants, stakeholders and internal departments at all levels. Excellent IT skills. 	E	A/I

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Special Requirements	• Excellent communication skills – both written and oral.	E	A/I
	• Proven ability to develop and maintain effective relationships.	E	A/I
	• Ability to prepare clear specifications of works	E	A/I
	• Ability to work well under pressure and work to statutory deadlines.	E	A/I
	• Strong to excellent analytical skills and accuracy in work with an eye for detail.	E	A/I
	• Ability to prioritise and organise work with minimal supervision.	E	A/I
	• Ability to work on own initiative as well as part of a team.	E	A/I
	• Willingness and ability to travel across the borough and wider where necessary.	E	A/I
	• Occasional requirement to work outside normal office hours (including early morning or evening working)	E	A/I
	• Occasional requirement to attend external meetings.	E	A/I
	• Full clean driving licence and use of a vehicle for undertaking visits.	E	A/I

Candidate Screening

Does Rehabilitation of Offenders Act 1974 apply?	Yes
Disclosure and Barring Service check required?	Yes
If yes, what level?	Basic
Is this a Politically Restricted Post?	Choose an item.
Does this role have emergency responsibilities?	Choose an item. Choose an item.

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Role Map

Behaviour	Level Required (1-4)
Shaping our Future	3
Leading our People	2
Delivering for our Customers	3
Making Change Happen	3
Team and Partnership Working	3
Communicating Openly	3
Performance Management	2