



number one for
service and value



Job Profile

Provisional Job Title: Voids Co-ordinator	Grade: PO1
Section: Allocation and Nominations	Department: Housing
Responsible to: Allocations Manager	Responsible for: n/a
Post Number/s: RWH5003	Date January 2019

Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

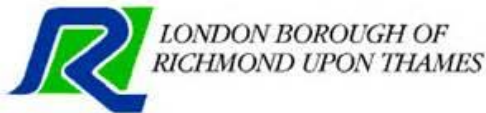
The Shared Staffing Arrangement aims to be at the forefront of forging change in local government and the organisation will invest in your development and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose:

To monitor and coordinate the efficient letting of all the accommodation made available to re-let within prescribed timescales. To be responsible for the provision of relevant void and letting statistical information.

Specific Duties and Responsibilities:

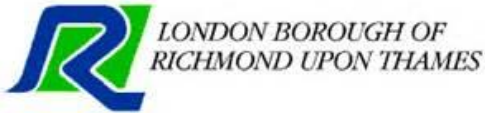
- 1. To liaise with the Council's area teams, RSL and RHP to ensure that all voids are passed for re-letting within timescales. To authorise lettings as and when required*



2. *To create and maintain all statistical and performance information relating to the re-letting of all properties, including temporary accommodation for senior officers.*
3. *Responsible in devising solutions and implementing any service improvements to enhance the re-letting service for all resources to be re-let.*
4. *To ensure appropriate action is taken following acceptance or refusal of a property.*
5. *Responsible for monitoring and minimising delays for all voids and resources and lead on ensuring that a property is offered and signed up within target timescales through keeping in contact with landlord/applicants.*
6. *Ensure letting and nomination processes/procedures are updated and applied within audit guidelines are made to assessed applicants within defined timescales including any liaison with referring agencies.*
7. *Responsible for preparing regular analysis and performance information for senior managers for committees of void activity, re-let performance information, refusal reasons for re-letting properties and temporary accommodation.*
8. *Responsible for ensuring that best use is made of the Councils' stock that ground floor/adaptable properties are identified for disabled applicants*
9. *Assist in the implementation of the Councils' statutory duty to review decisions made under S184(3) Housing Act (as amended) by obtaining additional information, preparing case summaries as required. Investigate and draft replies from Councillors Members of Parliament and Ombudsman when required.*
10. *To lead on IT issues relating to the re-letting and nomination process, including staff training and changes to IT system. Responsible for participating in any audit exercise and implementing in any recommendations.*

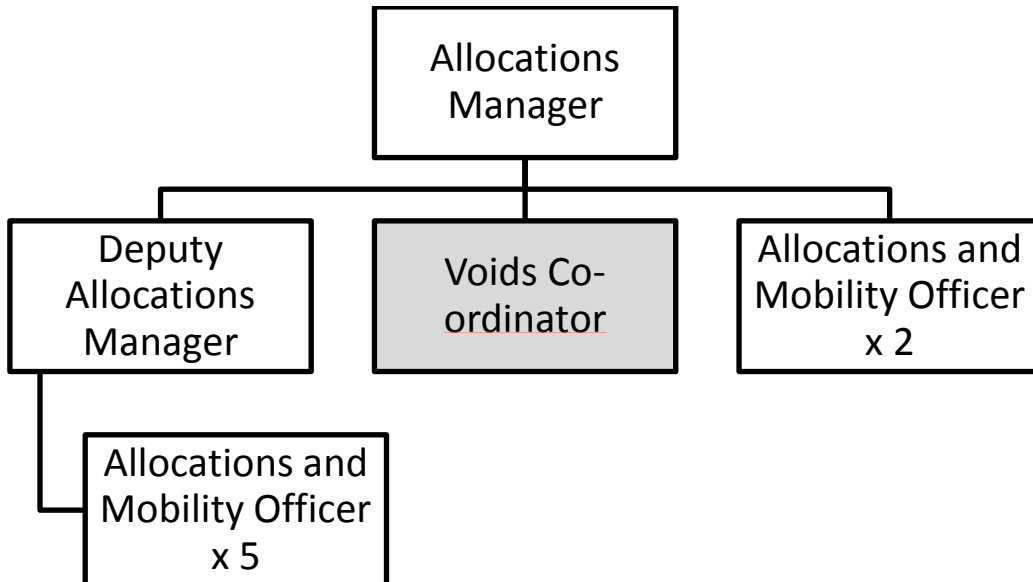
Generic Duties and Responsibilities

- To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
- To promote equality, diversity, and inclusion for all, maintaining an awareness of the equality and diversity protocol/policy and work to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand the duties and responsibilities arising from the Children's Act 2004, the London Child Protection Procedures and Working Together to Safeguard Children and Young People, as this applies to your role within the council.



- The shared staffing arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.
 - **Additional Information**
 - *Attend court as necessary*
 - *Carry out visits/accompanied viewings*
 - *Work as part of a duty team*
 - *To work outside of normal working hours to cover emergencies*
 - *To arrange and attend meetings with registered providers*

Current team structure





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Corporate Values and Behaviours¹

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and prizes these qualities in particular –

- taking responsibility and being accountable for achieving the best possible outcomes – a ‘can do’ attitude to work
- continuously seeking better value for money and improved outcomes at lower cost
- focussing on residents and taxpayers, and ensuring they receive the highest standards of customer care
- taking a team approach that values collaboration and partnership working

Requirements	Assessed by A & I/ T/ C
Knowledge	
Impact of welfare reform	I and A
Codes of Guidance	I and A
Part 6 and part 7 of the Housing Act 1996 (as amended)	I and A
Experience	
Working effectively within a busy environment in a team setting	I and A
Proven ability to identify service improvements and implement changes	I and A
Experience of applying good practice in void management	I and A
Working with RSLs	I and A
Skills	
Create and update spreadsheets for to analyse performance statistics	T
IT literate	T
Excellent communication skills	I



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Ability to respond quickly to changing priorities	A and I
Qualifications	

A – Application form

I – Interview

T – Test

C - Certificate