

Job Description

Job title:	Voids Coordinator
Reports to:	Voids Team Leader
Responsible for:	No direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As a Voids Coordinator, your role is crucial in managing the voids process and ensuring that properties are re-let efficiently to minimize any downtime. You will collaborate with contractors and colleagues to keep void turnaround times within target. Ensuring accurate data management, robust reporting, and clear communication are key elements of your role. Through careful coordination and diligent record-keeping, you contribute to the overall quality of housing services, making a real difference to both the residents and the organisation.

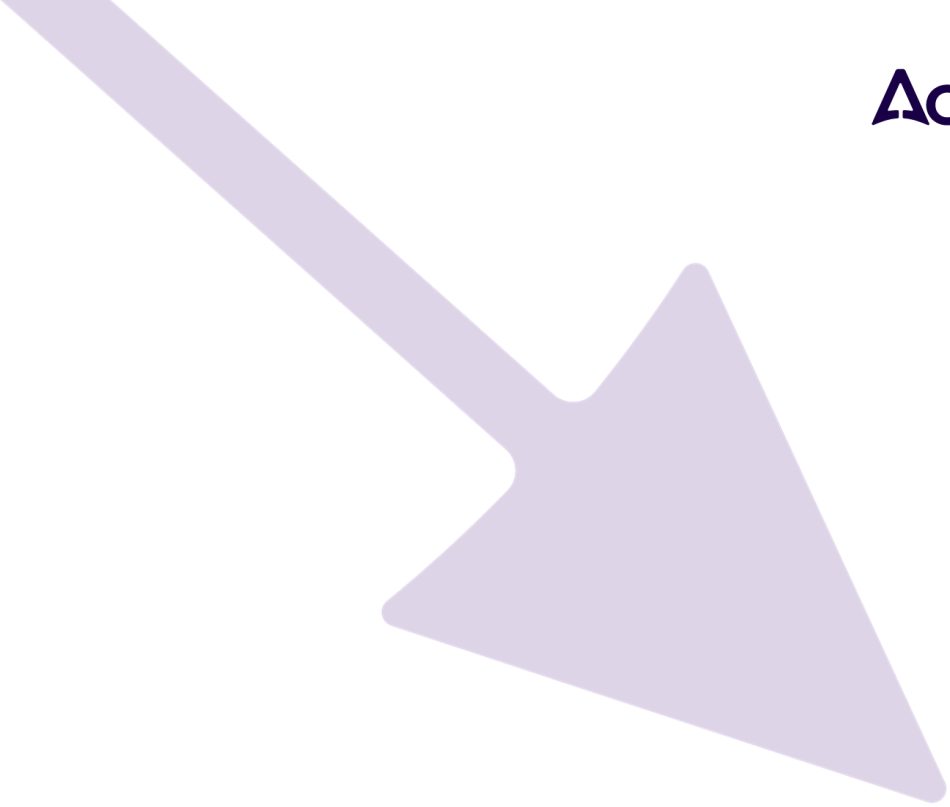
Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

In this role, you will demonstrate a strong commitment to transparency and effective communication. Ensuring that voids processes are handled with accuracy and professionalism, you will foster strong relationships with both internal and external stakeholders. Upholding Accent's values of integrity, inclusivity, and respect is vital, and your proactive approach to problem-solving will support the continuous improvement of service delivery.

You will need to maintain a collaborative mindset, working closely with various teams to ensure that all void works are completed to a high standard and on time. By valuing feedback and celebrating differences, you will help create a positive and inclusive working environment that reflects our core values.





Key Responsibilities and Duties

- Manage the entire voids process, coordinating with contractors and colleagues to ensure quick and efficient turnaround of properties. This includes meeting void targets and ensuring data integrity throughout the process.
- Ensure accurate and robust recording and reporting on void properties, contributing to continuous service improvements. You will work to keep all stakeholders informed of delays or issues.
- Maintain clear and consistent communication with contractors regarding pre and post inspections, ensuring that all necessary certificates are obtained and logged.
- Accurately process and monitor recharges, ensuring correct costs are passed to the customer, with supporting paperwork for financial processing.
- Raise and complete void work orders promptly and ensure that all required documentation is accurately recorded in relevant systems.
- Monitor contractor performance and resolve any invoice queries to ensure timely payments and minimize aged debt.
- Regularly attend and contribute to meetings with colleagues and contractors, ensuring that all actions are followed up, and minutes are prepared and distributed in a timely manner.
- Provide expert advice and support to both internal and external customers on void processes, ensuring that their needs are met, and customer satisfaction is maintained.
- Ensure all certifications, photos, and records are accurately maintained in the housing management system, supporting the wider goal of delivering high-quality housing services.
- Undertake any additional tasks that contribute to the improvement of the voids department and the wider organisation.

The must haves:

- Experience of delivering great services within the social housing environment.
- Excellent communication skills, with the ability to engage with a diverse range of people.
- Ability to work under pressure while maintaining a high standard of accuracy.
- Proficiency in Microsoft Office applications and experience using housing management systems.
- Excellent organisational and prioritisation skills, with attention to detail in data and record-keeping.

The added extras:

- Experience in managing finance and housing management systems.
- Prior experience in a role involving coordination of voids processes within social housing
- understanding of contract terms and service requirements related to void management would be an advantage

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.