



Role Profile

VOIDS CO-ORDINATOR			
Reference No.	A5073	Type	Individual
Service	Housing		
Job Family	Housing	Grade	FC5

Purpose
To deliver and co-ordinate a range of technical and specialist housing support. Covering all aspects of voids related works. This includes all relevant services and contractors involved in the voids process. Ensuring that important knowledge and information is made available enabling housing service standards to be achieved.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Delivering and co-ordinating a range of technical or specialist housing support. Covering all aspects of voids related works.	<p>Educated to SCQF Level 6 which includes Highers, Advanced Highers, SVQ Level 3 or equivalent</p> <p>Experience of assessing information and ensuring accuracy of information, using knowledge to apply process and assessment criteria</p> <p>Experience of local authority working and knowledge or relevant housing issues</p>	<p>✓</p> <p>✓</p>	<p>✓</p>
Co-ordinating and management of void properties from termination to allocation. This includes scheduling of works, monitoring timescales and target dates. Authorise and arrange payment of financial transactions.	Understanding and experience of turning plans into service delivery		✓

E = Essential Criteria D = Desirable Criteria

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<ul style="list-style-type: none"> • Monitoring and recording of void codes and days. Ensuring accurate recording of void codes and days for statistical analysis purposes on housing management systems. • Recording and monitoring target and completion dates in all aspects of works undertaken during the void process. 	Knowledge and experience of multiple service and corporate processes and regulations Experience of carrying out audits and quality assurance Excellent communication skills	✓ ✓	 ✓
Monitoring computerised systems and communicate outcomes to stakeholders. <ul style="list-style-type: none"> • Schedule tasks to Building Services. • Ensuring Health and Safety Regulations, relating to gas supply are adhered to. • Checking and requesting full asbestos surveys as required. • Implement contingency plan in the event of computerised systems failures. 	Experience of case management and project management skills Team and partnership working skills Experience of effective performance management and improvement	 ✓	✓ ✓
Issuing and co-ordinating technical and specialist work related repairs to internal and external contractors. <ul style="list-style-type: none"> • Updating housing management systems and associated documents, to allow effective monitoring by relevant stakeholders. 	Ability to prioritise workloads, analyse and resolve complex problems Excellent organisational skills	✓ ✓	
Creating/Amending/Authorising payments on financial systems. <ul style="list-style-type: none"> • Creation and authorisation of financial payments relating to Clean and Clear Contract, in excess of £1m per annum. • Monthly audit of Clean and Clear schedule, instructing amendments prior to authorising financial payment. 	Excellent numeric and computer skills Ability to develop systems and procedures	✓	✓

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Creating and issuing technical and specialist works requests orders to enable invoicing and payments to be made to contractors and utility companies when tasks are completed.	Cross Service / Partnership working and liaison skills / experience	✓	
Communicating with utility companies, to resolve complex energy supply and meter issues relating to power within voided properties. <ul style="list-style-type: none"> • Co-ordinating and resolving issues to ensure continuous utility supply in properties during void period. • Creating and terminating gas and electricity accounts on behalf of Fife Council. 	Ability to understand and apply complex guidance, specific legislation and policies Ability to deliver quality customer services and in a complex environment under pressure to achieve performance targets	✓	✓
Authorising and processing monetary transactions into pay point system. <ul style="list-style-type: none"> • Authorising financial transactions online and in store using purchase cards. • Balancing daily monetary transactions, processing and authorising daily direct payments. • Checking accuracy of void utility bills and requesting amendments as required. Processing and authorising payment of invoices for the void period. • Collating financial paperwork for audit purposes in accordance with Fife Council's Financial Retention Policy. 	Competent computer skills and ensure the accuracy of information Excellent IT and systems skills Knowledge of industry systems, processes and procedures or aptitude to learn specialist functions	✓	✓
Collating and checking tenancy related documents and property related records. Communicating outcomes to the relevant stakeholders.	Ability to monitor and evaluate service and customer information to ensure policy and practice compliance	✓	
General Administration Tasks <ul style="list-style-type: none"> • Monitoring and actioning generic email boxes x 2 • Answering telephones • Typing letters to Utility Companies 	Ability to provide a regular and effective service with the ability to work with minimum supervision	✓	

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Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

Job Title (Specialists Tasks)

N/A				
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.