

Job title: Non-Core Voids Co-ordinator
Line manager: Non-Core Lettings and Voids Manager
Grade: 4
Direct reports: n/a

Role Purpose:

To co-ordinate and manage all aspects of empty homes processes within the non-core portfolio. The Non-Core Voids Co-ordinator will ensure appropriate works for the empty homes are scoped, delivered and inspected to an agreed standard, facilitating timely re-letting and maximum revenue. The role will ensure compliance with all regulatory and legislative requirements, as well as organisational policies. Close liaison will be required with internal teams, external stakeholders and contractors.

Key results:

Agree scope of works in timely manner to minimise key to key times

- Engage surveyors for pre-void inspections to define and scope empty homes work in line with the relevant relet standards, to minimise void times and maximise revenue.
- Manage inventory inspections for relevant properties.
- Manage key collection and instruct installation of key safe where required
- Co-ordinate and instruct compliance checks.

Effective management of works for empty properties

- Instruct works following agreement of scope
- Ensure contractors start works on agreed start date.
- Co-ordinate works through close liaison with the surveyors and contractors to ensure all works are carried out effectively, within agreed timeframes and budgets
- Conduct post inspection of completed works to the empty properties to ensure a consistent standard is met for each letting type and all compliance requirements are adhered to.
- Manage utilities, pay bills and update systems as appropriate

Transfer of properties to different group entities

- Co-ordinate and manage the transfer process of properties from Peabody Trust to PCHT (or another group entity) where relevant.
- Arrange surveys as necessary, including commissioning Land Registry compliant Lease plans for properties that need to be transferred to a different Group Entity
- Collaborate with solicitors and internal teams to ensure the accurate and timely transfer of property ownership to the relevant entity before lettings proceed.

Enable efficient lettings process

- Liaise with Lettings Negotiators to schedule and enable property viewing during and after the works, ensuring properties are ready for prospective tenants.
- Conduct regular key safe audits to ensure keys are available for works, viewings and tenancy sign-ups.

Ensure accurate record keeping:

- Maintain detailed and accurate records of all empty properties, inspections and property status updates, ensuring that all compliance documentation is in place prior to letting.
- Update systems with void status milestones

- Update Governance and other internal stakeholders on transfer of properties for inclusion in RSH quarterly returns
- Provide accurate information for internal and stakeholder reporting.

Contribute to continuous improvement:

- Identify opportunities to streamline processes, reduce relet times and improve service delivery in collaboration with team manager and wider teams.

Success metrics:

- Pre voids inspections completed for 75%+ of all relets.
- 100% works carried out in target timeframes.
- Zero snags / property related complaints post move in.
- 100% of properties let with compliance certification.

About you:

You will be:

- Outcome focussed and proactive in finding solutions
- Committed to compliance with a strong attention to detail and a robust approach to contract management
- A collaborative team player and have the ability to work with a wide range of stakeholders
- Self-motivated, flexible and responsive to a fast-paced environment.

You will have:

- Proven experience in empty homes co-ordination or property management with a housing or property context.
- Technical knowledge of property maintenance, repairs standards, and health and safety requirements
- Strong data management, organisational and project management skills
- Ability to manage a large and varied caseload and prioritise competing deadlines effectively.
- Knowledge of empty homes standards, compliance regulation and property refurbishment processes.
- Effective communication and relationship management.
- Knowledge of legal process relating to property transfers desired.
- Will have/be willing to undertake a relevant Property Management Qualification