

# Empty Homes Co-ordinator.

## Job purpose

We believe it is our customer's basic right to have a home that is safe, secure and warm. We won't compromise on ensuring our homes are all of this and more. We want to provide homes that customers are proud to live in, that work for them and their family and are the springboard they need to achieve their aspirations – not a barrier.

Your job is to support the Empty Homes Team, operatives and appointed contractors delivering repairs and maintenance works to reinstate our void properties between tenancies. You will ensure voids progress from notice to completion is effectively tracked, notified and systems up to date at all times. You will welcome and embrace change and new ways of working.

## Key accountabilities:

- You will be pivotal to knowing what properties are becoming void and tracking there progress from customers notice to leave, to completed works handover.
- You will maintain the housing and property database on key milestones and job details
- You will track and record dates of key safety inspections and certification to ensure it is completed in set timescales and properties and colleagues are kept safe
- You will help ensure that works are effectively prioritised by closely working with Lettings and Localities teams and ensuring that they are kept fully informed of works progress and handover dates at all time
- You will make sure that any changes in handover dates are well planned and communicated so as not to disrupt prospective customers or re-let proposals
- You will review the asbestos database and place orders for asbestos surveys where required
- You will following notification of an empty property, schedule and communicate the initial gas and electric visits ensuring that properties are capped and uncapped in accordance with process and that certification is undertaken and recorded
- You will collate information relative to a properties history in respect of disrepair or key component replacement dates (Kitchen, bathroom, heating etc) to inform the pre-vacation leaving well visit.
- You will co-ordinate diaries with customers, team leaders and localities to book leaving well visits on every property where we can, you will be meticulous in getting us into every home
- You will support the team leaders by monitoring the resource plan and booking in any necessary day 29 void visits, post inspections or safety audits
- You will assist the Repairs Manager in scheduling inspections in support of the repairs service into team leader diaries
- You will work closely with operational planners to see how we can efficiently use empty homes resource to attend repairs emergencies and improve efficiency as whole team
- You will ensure our records are accurate and compliant and upload timely any certification
- You will administer the fuel switching of property gas and electric, clearing meter debts and recording meter readings
- You will book plant and equipment safety checks into lead engineer and operative diaries so that they can be undertaken efficiently and never go overdue
- Monitor and action team emails or tasks



- Answering phone calls to engineers, neighbourhood coaches and various teams
- You will record and raise any agreed customer recharges so these can be administered
- You will support the Empty Homes Manager in keeping work schedules up to date and the planning of resources to maximise on site activity and minimise delay in handover
- Have a focus on ensuring the team meets its targets in respect of completing works and returning properties to the required standard within target timescales
- You will administer and check that the team undertakes the necessary pre and post inspection process
- You will support the ordering of material for on site delivery
- You will make sure that properties are not handed over without the necessary safety checks and certification being in place, not updating properties as fit for let until satisfied in this
- To have a real focus on achieving high levels of customer advocacy and problem resolution
- You will help with order tracking the performance of appointed sub-contractors, raising and issuing purchase orders
- You will understand the health and safety requirements of the team so that you are clear on who can undertake what tasks and how to complete them safely
- Assist in ensuring team income / accruals are recorded accurately and timely to monthly accounts
- To produce monthly performance reports to help monitor and improve on service
- Develop excellent working relationships with all and promote cross-team working
- To participate in a system of performance appraisal and undertake additional training relevant to the role as required.
- Adhere to Health & Safety regulations and training throughout all of your work, not compromising the customer, other colleagues or yourself, at all times in all locations
- Deliver brilliant services and support for customers and colleagues by communicating effectively and living the values of the Bromford DNA
- Share best practice and ways of working to improve the services to the customer, learning from experience when things don't always go to plan.
- Build effective relationships based on trust and respect and be a great Bromford ambassador

## Experience

- Excellent IT system and data inputting
- Used to working in an environment where priorities change daily
- Able to adapt to changing situations and a commitment to working as a team

## Qualifications

- No essential qualifications required

## Practical/Technical knowledge:

- Strong IT skills and data analysis



## You will also need:

- A background knowledge of working in a construction or commercial industry (desirable)

## Skills

- Customer Focus
- Service Improvement
- Communicates Effectively

## What do we all have in common?

We all have a passion to perform well in our roles deliver the best outcomes for the customer and the business. We believe and live the Bromford DNA.

**Be.Bold** Because...people are counting on you

Almost every choice you make here has the power to change someone's life for the better. This is a big opportunity to make a real difference, we empower you to empower others by giving you the freedom to think for yourself, try new things and challenge convention.

**Be.You** Because...relationships are built on personality

Every single one of our customers is unique, and so are you! Being able to express yourself at work helps connect with people and perform better at your job. Life experience, interests and emotions are the bricks that build real relationships between customers and colleagues.

**Be.Honest** Because...we can learn from the truth

Life's better when we all do what we say and say what we do. Working in an open and honest environment gives you the freedom to get on with your job.

**Be.Brilliant** Because...you can thrive here

We give people the opportunity to create a brighter future for themselves. Whether it's by providing a safe and secure place to call home, or an inspiring and collaborative place to work.

