

## Voids/Inspections Co-ordinator (Conwy Housing Solutions)

### Role profile

**Reports to:** HAWS Manager

**Line manages:** None

**Team:** Conwy Housing Solutions  
(Neighbourhood Services)

**Salary: Up to £27,752 (pro rata) 25 Hours Per  
Week**

### JOB PURPOSE

To support the delivery a comprehensive tenancy and property management function on behalf of Conwy Housing Solutions. Conwy Housing Solutions has various arms of tenancy and property management and the Voids/Inspections Co-ordinator post will support:

- 1) Local Authorities Homeless Accommodation – Temporary and Emergency Accommodation Units
- 2) Local Authorities Welsh Government Lease Scheme
- 3) Social Lettings Agency – Private Sector Rented Properties

### ROLE DIMENSIONS

To be responsible for carrying out periodic inspections across all properties within the above 3 portfolio areas (approx. 250) and to make recommendations on repairs and improvements required to the accommodation. Inspections to take place at the property address.

To oversee the void process ensuring that the property is re-let as quickly as possible and to carry out pre and post inspections. This will be a key role in monitoring the void works process

The Homeless Accommodation services will be delivered on behalf of Conwy County Borough Council and the service will be delivered in accordance with an agreed service specification.

The profile of Contract Holders range from young people, families, couples with no children, and the elderly. Contract Holders have a mix of needs and vulnerabilities.

Properties will be mainly located across the county of Conwy.

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## KEY RELATIONSHIPS

**External:** Daily contact with Contract Holders, supporting agencies and individuals. Regular contact with Landlords

**Internal:** Daily contact with colleagues in Conwy Housing Solutions Team. Regular contact with Property Services regarding repairs, maintenance and property condition issues. Regular contact with HAWS Manager

## FOCUS & KEY RESPONSIBILITIES

To maintain the HAWS void tracker and present the tracker to the HAWS manager on a weekly basis.

To attend the weekly voids meeting with BMU and provide updates on the current position of each void property

To oversee the void process from pre-void inspection to handing back the property to the Accommodation Officer when it is ready to re-let. Liaising with Landlords and CCBC where appropriate to obtain necessary approvals for works to be carried out.

To liaise regularly with BMU and external contractors to gain quotes for works to be completed and raise jobs to be carried out

To take control of utility transfers to be in place before repairs on void commence.

To establish a rolling plan of inspections and carry these out using iAuditor. Highlighting any repairs works needed to the HAWS manager on a weekly basis and flagging those as urgent immediately to be rectified.

To monitor actions and address matters arising from these inspections to help develop safe and well maintained accommodation. To maintain the inspection tracker

To monitor and ensure that all correspondence is uploaded to the property files

To be the key point of contact for all queries relating to inspections and voids

To comply with all Health & Safety requirements including lone working processes

# Person specification

Cr Creu cymunedau i fod yn falch ohonynt  
 Cr Creating communities to be proud of

## EXPERIENCE

### Essential

Experience of working in a housing related field  
 Experience of working directly with customers  
 Experience of working as part of a team and using own initiative

### Assessed by:

Application  
 Application

### Desirable

Experience of accurate data entry and attention to detail

Interview

## KNOWLEDGE AND SKILLS

### Essential

Microsoft Office; Word, Excel (Basic User Level)  
 Knowledge of appropriate service standards

### Assessed by:

Application and  
 Interview

Excellent customer service skills with the ability to communicate via telephone, email and face to face

Application

Interpersonal skills, to deal sensitively and professionally with Contract Holders experiencing difficulties

Application and  
 Interview

Planning, prioritising, coordination and organising skills with the ability to build rapport with customers (including contingency planning skills)

Application and  
 Interview

A full UK driving licence and regular use of a vehicle for work purposes\*

Certification

### Desirable

Welsh Language Skills

Application

**We are committed to equality, diversity, and inclusion in all our activities.**

**\* Where disability precludes, this will be reviewed with candidates at interview stage to ascertain if there are any reasonable adjustments that can be made to this requirement.**

