

# Void Multiskilled Repairs Specialist Job Description

## Our Vision

We provide  
excellent  
services to  
customers

and build  
new homes  
to help more  
people.

We make  
sure our homes  
are safe and  
sustainable

and strive to do  
more by making  
the most of our  
resources.

## About Paradigm Housing Group

Paradigm Housing Group is one of the South East's leading housing providers. We manage over 16,000 homes across 33 different local authorities.

At Paradigm, we work hard and strive for excellence. In return we offer a great place to work and an attractive range of benefits, including a Health Cash Plan, bonus potential, competitive pension options and 25 days holiday plus 3 days closure at Christmas.

We welcome applications from all sections of the communities we work in.

### Our values

#### Safer Together

The safety of our customers, colleagues and ourselves is a priority in everything we do.

- Putting safety first •

#### Driving Improvement

We seek to do things better and deliver value to our customers.

- Commercial and financial awareness • Change and innovation • Delivery focus •

#### Being Clear

We will communicate in a clear and consistent manner so that our customers, colleagues and stakeholders understand the high standards that we work to.

- Managing information • Communication • Planning and organisation •

#### Acting thoughtfully

We make ourselves aware of our customers' and colleagues' circumstances and consider this thoughtfully and respectfully, and with attention to the impact on the environment when taking action.

- Involvement and inclusion • Customer focus • Integrity and respect •

#### Working As One

We work collaboratively with others and also take personal responsibility for delivering outcomes for our customers, colleagues and stakeholders. •

- Teamwork and collaboration • Developing self and others •

## **PARADIGM HOUSING GROUP LIMITED**

### **JOB DESCRIPTION**

**Post:** Multiskilled Void Repairs Specialist

**Direct Reports:** None

**Regular Contacts:** Voids Manager  
Senior Void Technicians  
Void Technicians  
Voids Officers  
Tenants, Property Services Colleagues  
Regional Neighbourhood Teams  
Sub- Contractors and Partner organisations  
Asset Management Team  
Utility Companies  
Suppliers (Materials etc.)  
Compliance team

**Responsible to:** Voids Manager

**Job purpose:**

To complete all day-to-day general maintenance works in void properties and demonstrate technical skill in 3 or more trades (not core), working unsupervised and in accordance with all Paradigm's policies and procedures.

To minimise void rent loss through effective handling of allocated clearance works in line with our void standard, procedures, and lettings standard whilst ensuring that properties are safe, secure clean free from health and safety hazards as defined by the Housing Health and Safety Rating System and the Homes (Fitness for Human Habitation) Act 2018.

**Key Accountabilities:**

- Carry out all general maintenance works ensuring that all scopes of works to a high standard and aligned to approved codes of practice and regulations ensuring a first time fix wherever possible and within the target response times.
- Ensure that accommodation is fit for letting and meets all Health and Safety requirements prior to letting
- Complete all necessary documentation, accurately, in a timely manner and in accordance with Paradigm's procedures.

- Carry out works in a courteous and professional manner, aligned to customer care standards ensuring that the reputation and standing of Paradigm is positively promoted in all dealings.
- Comply with all relevant health and safety legislation and procedures, including task specific risk assessments and method statements, in the carrying out of maintenance work, reporting any potentially unsafe working methods, installations or equipment to management as appropriate.
- Communicate effectively and work productively with tenants and staff demonstrating a duty of care and reporting any issues immediately.
- Materials and equipment should be used to complete all works, minimising waste, and surplus materials wherever possible effectively and safely and ensuring van stock levels are maintained.
- The post holder will be required to comply with all procedures relating to assets of the business to include commercial vehicle regulations, telecommunications devices, uniform, PPE, and identification badges.
- The post holder may need to train/supervise or mentor any apprentices, service technicians or other members of staff on request.

#### **Level of authority:**

- Expected to work on own and with team members, identifying solutions and recognising when management involvement is necessary.
- Coach and guide members of the team who are apprentices or developing
- Authority to purchase materials where required to complete works and return all necessary documentation, accurately, in a timely manner and in accordance with Paradigm's procedures.
- Adherence to company health and safety procedures

#### **Required outcomes of the post:**

- Ensuring that void turnaround targets are met and where possible exceeded
- Reduced void rent loss and void management costs
- Provision of management and performance information and reports relating to progress of works
- Identification and implementation of proposals to increase the efficiency of the void repairs service
- Identification and development of new ways of working to capitalise on legislative and regulatory changes.
- Ensuring the accurate completion of repairs on frameworks and responsible for the accuracy of data collected
- Reduction in the number of complaints relating to completion of works in void properties
- To challenge void repair costs and processes to ensure overall void repair costs are reduced
- 100% compliance for all properties and achievement of agreed quality targets
- Contribute to Improved customer satisfaction

Success in this post will be measured by: -

- Carrying out maintenance works to the required and expected standards of your trade(s), completing the designated number of jobs per day / 1<sup>st</sup> time fix is achieved wherever possible / Recall rates are kept low
- Paradigm's homes are maintained to the highest possible standards and all statutory and regulatory requirements are met.
- Customer care standards are met.

**Person specification:**

In addition to fulfilling the role in a way that reflects our values, the attitudes, and behaviours we expect from all staff and corporate objectives, this role requires the following:

Essential criteria = (E)

Preferred criteria = (P)

- Relevant City & Guilds or NVQ or relevant experience in multiple trades (E)
- Significant experience in maintenance and repairs work specific to trades (E)
- A sound knowledge of relevant legislation and/or Codes of Practice i.e. construction, building regulations and health and safety (E)
- A reasonable level of literacy and numeracy to enable associated works to be completed (E)
- Full valid driving licence. (E)
- Able to work on own initiative (E)
- Willing and able to work as part of a team, flexibly and independently (E)
- Able to communicate clearly and effectively (E)
- Able to demonstrate an understanding of, and commitment to excellent standards in customer service. (E)
- An ability to manage your time and prioritise accordingly and meet tight deadlines (E)
- To be part of the 'On Call' team to cover the out of hours work when required (E)