

JOB DESCRIPTION

Job title: Void Manager
Location: Eccles
Reporting to: Senior Portfolio Manager



The Role

The main purpose of the role is the day-to-day management of the organisations vacant properties and voids. Closely working with internal employees and third party stakeholders, the role holder will strive to reduce the number of voids across the organisations property portfolio, implement new strategies to market voids to relevant parties and provide detailed and robust progress and outcome reports.

Key Duties/ Responsibilities

- Monitor all current voids, staying aware of potential applications and the ready to let status of each void.
- Keep informed on upcoming potential new voids and monitoring and reporting on progress of void units under repair.
- Work to find resolutions to void properties and units to ensure that they are in a lettable condition.
- Work with third party stakeholders to source new and suitable tenants for ready to let voids.
- Arrange and lead strategic void meetings both internally and with third party stakeholders.
- Create a marketing plan to assist third party stakeholders such as social services and support providers in advertising void units to potential tenants.
- Assess properties to produce marketing materials where required.
- Attend properties where required to complete condition inspections and follow up with internal departments to ensure all voids reach a lettable condition in line with the company's key performance indicators.
- Maintain regular contact with internal colleagues and third party stakeholders in order to remain informed of any changes to the void position.
- Create an in-depth monthly reporting system which is statistically backed on the charities void position.
- Produce detailed impact reports which outline void issues and present key proposals for voids which are not lettable.
- Lead on key processes where a void or vacant property needs to be removed from stock.

Essential Skills/Experience

- Experience of the housing sector such as but not limited to; housing associations, letting agents and estate agents with a key focus and accountability for void management.
- Excellent organisational skills.
- Excellent communication and interpersonal skills.
- Experience of working in partnership with other agencies to achieve results.
- Excellent numeracy, ICT and literacy skills.
- Ability to analyse data and write reports.

Registered Office: 2A Sentinel House, Albert Street, Eccles, M30 0NJ

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- Ability to prioritise a varied workload and consistently meet deadlines.
- Ability to effectively balance the needs of both the tenant and the organisation whilst keeping a clear focus on improving the financial position of the organisation.
- Self-discipline to work independently and as part of a wider team which includes remote workers.

Desirable Skills/Experience

- Experience of working in a neighbourhood setting.
- Relevant professional qualifications.
- Relevant housing qualifications.
- Experience of working with the relevant IT systems in a housing setting.
- Evidence of continuing professional development.

Other

- Willingness to occasionally work outside of normal working hours such as evenings and weekends when required.
- Comfortable with considerable travel across England and Wales.
- Must have own car with business insurance and hold a full clean driving licence.

Please forward your CV and cover letter to info@bestha.co.uk

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