

## **Rykneld Homes Ltd.**

### **Job Description**

**Division:** Property Services                      **Service:** Voids

**Post:** Voids Supervisor

**Post Number:** RH165

**Responsible To:** Voids Manager

**Subordinates:** Direct Labour Operatives

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#### **Key Accountabilities**

- To manage the trade operatives directly employed by RHL within the Property Services Voids department. To be responsible for the operational delivery and commercial viability of the services in this department.
  - You will supervise all staff involved in all voids works, meeting quality assured works within the lettable standard and delivered within Rykneld Homes policies.
  - You will be responsible for the CDM of all void works completed by DLO, ensuring compliance with all H & S policies of Rykneld Homes.
  - You will direct work on site, respond to any queries and consider any suggestions made by the trade operatives, ensuring that staff are highly motivated and delivering high quality services.
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#### **Main Duties and Responsibilities**

- Management of the workforce, planning functions & associated processes and procedures
- To manage external contractor support to enhance performance of the DLO.
- Monitor and audit both DLO and contractor work to ensure all relevant Rykneld Homes' policies are being adhered to.
- To undertake post inspections to ensure the lettable standard is achieved on all works and the property is returned clean and ready for viewings from prospective customers.
- Setting & monitoring operational targets and achievement of Rykneld Homes performance indicators.

- Assist with the development, recording and review of all safe systems of works and risk assessments.
- Assist in the management of the service within pre agreed cost & time parameters.
- Ensure effective communication within the voids team.
- Ensure that operational systems are updated in a timely fashion and produce accurate management reports.
- Set SMART objectives, monitor progress and, if, necessary take corrective action and manage the performance of self and others.
- Ensure that all works are recorded, costed and reported to allow accurate accounting.
- Such other duties commensurate with the grading of the post as may from time to time be determined.

### **Team Supervision**

To be directly responsible for all aspects of development and supervision of the Direct Labour Operatives within the Voids Team

- Supervision (including Personal Development Reviews).
- Recruitment and selection.
- Training and resourcing.
- Mentoring and staff welfare (including personal development).
- Individual and team discipline.
- Target setting and performance management, work prioritisation.
- Staff and resource deployment.
- Equalities and Diversities in terms of employment and service delivery.
- Adhere to the requirements of the Data Protection Act in respect of confidentiality and disclosure of data
- Health and safety.

### **Key Contacts**

- Contractors and their representatives
- Service User Groups
- Rykneld Homes SM'T, Managers and Staff



## Person Specification

Personal Skills/ Characteristics	Essential	Desirable
<b><u>Experience</u></b>		
<ul style="list-style-type: none"> <li>Relevant trade background</li> <li>At least 3 years experience of supervising operatives</li> <li>Construction Design Management</li> <li>Organising workload / Operational Activity</li> <li>Planning workload / Operational Activity</li> <li>Operation of computerised information systems.</li> <li>Collation of statistical or financial information</li> <li>Experience of working in a busy environment to tight deadlines</li> <li>Organisational and analysis skills in terms of prioritising work, effective use of resources</li> <li>Able to work under pressure, responding flexibly and to tight deadlines</li> <li>Experience of dealing with service users requiring assistance over the telephone and face to face</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> </ul>
<b><u>Qualifications and Training</u></b>		
<ul style="list-style-type: none"> <li>GCSEs or equivalent.</li> <li>Site Management Safety Training Scheme</li> <li>Basic level of numeracy needed to deliver the requirements of the role</li> <li>IT skills in Microsoft Office Systems &amp; Open Housing or Equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> </ul>
<b><u>Specialist Skills and Knowledge</u></b>		
<ul style="list-style-type: none"> <li>Good communication skills, written and oral</li> <li>Customer Service skills - Must be able to deal effectively with, face to face and telephone enquiries from the public, sometimes under stressful situations</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> </ul>	

<b>Personal Skills/ Characteristics</b>	<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Basic organisation and sound planning skills.</li> <li>• Ability to work on own initiative without close supervision</li> <li>• Ability to work as part of a team</li> <li>• Keyboard skills</li> <li>• Organisational and analysis skills in terms of prioritising work, effective use of resources and evaluating performance</li> <li>• Problem solving skills</li> </ul>	✓  ✓  ✓  ✓  ✓	
<b><u>Personal Qualities</u></b>		
<ul style="list-style-type: none"> <li>• Commitment to equalities legislation and a good understanding of its relevance to this post.</li> <li>• Commitment to customer care and an understanding of its relevance to this post.</li> </ul>	✓  ✓	
<b><u>Other Requirements</u></b>		
<ul style="list-style-type: none"> <li>• Full driving license and access to own vehicle</li> <li>• May on occasion be required to work outside of normal office hours</li> </ul>	✓  ✓	

### Equalities Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. If appropriate, disabled candidates should indicate on the application form if they have needs which should be taken into account by the shortlisting manager.