



Career Graded – Voids and Responsive Repairs Officer (VRRO)

Melton is an ambitious local authority that is committed to the development of its employees.

The vacancy provides an opportunity to join an enthusiastic and driven repairs team who are seeking the best officers to help create a dynamic and proactive service designed to support the Council achieve its vision for the borough of Melton.

The repairs team is committed to finding solutions and working with colleagues to create a working environment which enables individuals to grow, develop their careers and achieve objectives.

The career grade can be viewed as a series of jobs with different levels of job requirements and responsibilities, requiring different knowledge and skill levels leading to different grades. These will form the basis of criteria for progression to higher levels of the career grade.

Melton Borough Council will support you in the career grade by:

- Providing a programme of training within the workplace to support the achievement of qualifications and experience in variety of areas;
- Allow time to attend training where appropriate;
- Encourage further development;
- Paying an appropriate wage along with other great benefits;
- Offer you flexible working opportunities to support your work life balance.

Level	Grade	Spinal point
Voids and Responsive Repairs Officer	Band 8 to 9	19 to 27

Progression through the grades will be dependant on satisfactory performance, development, complexity and the availability of work at the appropriate level. Progression through the grades will be at the discretion of the line manager.

Performance will be monitored and feedback will be provided on a case by case basis, during 1-2-1's and through the appraisal process and will be measured using the following criteria:

- Quality of work
- Complexity of work
- Attendance
- Motivation
- Development
- Attainment of objectives/goals
- Competencies / Behaviours

This list is not exhaustive and additional criteria may be considered relevant by the line manager.

Qualification and experience:

The post requires the post-holder to be qualified in building studies

<p>Demonstrable experience in a construction related role or a social housing environment.</p> <p>Willing to or already working towards a relevant construction qualification equivalent to HNC or higher</p>	<p>Band 8</p>
<p>Demonstrable experience in diagnosing disrepair to residential properties and conducting void surveys to identify works required for re-letting</p> <p>A relevant construction qualification equivalent to HNC or higher, or a construction trade background.</p>	<p>Band 9</p>

Competencies / Behaviours

Band 8: Voids and Response Repairs Officer will :

- Inspect disrepair, issue work orders and monitor contractor performance in the execution of work
- Carry out inspections relating to health and safety requirements around FRA's, asbestos, gas servicing, fixed wire electrical inspection, PAT testing, water hygiene, lift maintenance and other similar in the context of domestic and commercial premises.
- Carry out void pre and post inspections.
- Liaise with contractor and attend meetings to build good working relationships
- Plan and investigate use of appropriate building products
- Proactively supporting service improvement in specific areas
- Participation in service and/or organisational initiatives.
- Attending internal / external meetings
- To provide support to the team as and when necessary

Band 9: Voids and Response Repairs Officer will:

- To undertake surveys / inspections to Council owned property (both social rental and corporate property) whether tenanted or void.
- To diagnose disrepair, issue works orders based on the National Housing Federation Schedule of Rates.
- Organise and carryout post inspections to ensure that all necessary work has been completed to an acceptable trade standard using the appropriate quality and durability of building products.
- Ensures effective use of our IT systems and completes all required documents and electronic forms / reports in a timely manner.
- Monitor, manage contractor(s) performance and attend contractor meetings to
- build good working relationships to develop an efficient repairs service that delivers a high standards of customer service.
- Ensure adherence to health and safety requirements around CDM, FRA's, asbestos, gas servicing, fixed wire electrical inspection, PAT testing, water hygiene, lift maintenance and other similar in the context of domestic and commercial premises.
- To ensure void pre and post inspections are undertaken in a timely manner and that contractor performance is monitored to ensure contractor adhere to key performance indicators to increase the number of rental homes and reduce rent loss.
- Consistently complete workload with minimal supervision and support
- Participation in / development of service and/or organisational initiatives

- Representing the team and the Council at internal and external meetings.
- Take a role in delivering service improvements
- To take an active role in self-development