



Role profile

Job Title:	Voids Business Support	Grade:	9
Department:	Voids	Post no.:	
Directorate:	Housing Asset Management	Location:	Perceval House

Role reports to:	Voids & Projects Operational Lead
Direct reports:	0
Indirect reports:	0

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

The Voids Business Support Officer provides comprehensive administrative, operational, and customer-focused support to the Voids Team, ensuring that vacant properties are managed efficiently and returned to a lettable standard within agreed timescales. The postholder will support the coordination of void works, monitor performance data, maintain accurate records, and act as a key liaison between internal teams, contractors, and stakeholders to help minimise property void loss and maximise operational performance.

Key accountabilities

- Provide administrative support to the Voids Team, ensuring all records and systems are maintained accurately and in a timely manner.
- Raise, monitor, and close work orders relating to void properties.
- Track void properties through the end-to-end void process, ensuring milestones and deadlines are achieved.

- Coordinate appointments, inspections, and contractor activities to support efficient property turnaround.
- Ensure all compliance, safety, and property documentation is received and recorded appropriately before properties are re-let.
- Support the management of contractor performance by monitoring work completion and escalating issues where necessary.
- Process invoices, purchase orders, and contractor payments in accordance with financial procedures.
- Monitor expenditure against budgets and highlight any variances or concerns.
- Maintain accurate records of void repair costs and associated financial transactions.
- Assist in producing financial reports and forecasts relating to void performance.
- Ensure all documentation is maintained in accordance with organisational policies, procedures, and GDPR requirements.
- Support health and safety compliance by ensuring required certifications and documentation are obtained.
- Contribute to the continuous improvement of void processes and procedures.
- Assist with the preparation of reports for internal and external audits.
- Attend meetings to monitor void performance.

Key performance indicators

- Void turnaround time performance.
- Data accuracy and reporting quality.
- Work order completion monitoring.
- Invoice processing times.
- Compliance documentation completion rates.
- Customer and stakeholder satisfaction levels.
- Reduction of void loss and operational inefficiencies.

Key relationships (internal and external)

- Act as a key point of contact for internal departments, contractors, and external stakeholders.
- Respond to enquiries professionally and within agreed service standards.

- Support effective communication between Housing Management, Lettings, Repairs, Contractors, and other operational teams.
- Provide updates on property status and void progress as required.

Additional Requirement

- Promote the organisation's values and customer service standards.
- Maintain confidentiality and handle information appropriately.
- Participate in team meetings, training, and development activities.
- Undertake any other duties appropriate to the grade and responsibilities of the role.
- Office attendance minimum 3 days per week

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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Essential knowledge, skills and abilities

- Experience of providing administrative and business support within a housing, property, repairs and operational environment
- Experience of working with databases, management systems & performance reporting
- Experience of co-ordinating multiple tasks and prioritising in a fast-paced environment
- Experience of dealing with contractors, suppliers and customers
- Experience of working with M3NHF
- Strong organisational and administrative skills.
- Excellent attention to detail and data accuracy.
- Strong IT skills, including Microsoft Office applications, particularly Excel.
- Ability to analyse and interpret performance information.
- Effective communication and stakeholder management skills.
- Ability to work independently and as part of a team.
- Strong problem-solving and prioritisation skills.

Essential qualification(s) and experience

- Relevant business administration or housing qualification
- Experience of housing compliance & repairs legislation
- Experience working with M3NHF

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards