

ROLE PROFILE AND PERSON SPECIFICATION

Company Name: Ealing Council: Landlord Services Repairs and Maintenance

Address: Ealing Council, 4th Floor Perceval House,
14 – 16 Uxbridge Road, Ealing, W5 2HL

Employer Description: Local Authority

Hours of Work: 35 hours per week – 09:00 – 17:00 Monday – Friday, with 1-hour lunch break.

Annual Holiday Entitlement: 24 days paid holiday per year plus 3 additional days (to cover Christmas and New Year)

Pay: £160 per week (reviewed after 6 months)

Position Title: Voids Officer Apprentice

Age: 16 - 24



Role Profile: The Voids and Disrepair team carry out repairs works to bring back Council properties in habitable condition and relet them within target time. The team manages all the disrepair cases received by the Council. The Apprentice Voids Officer will provide an administrative service for the voids team to ensure that void procedures are adhered to within timescales and targets.

The Apprentice Voids Officer will be responsible for:

- To provide a comprehensive administration service to the Voids Team, including maintaining accurate records, dealing with correspondence and post, facilitating team and contractor's meetings and processing contractor's invoices in line with the Ealing council policies and procedures.
- To assist with the recharge recovery process for the Repairs and Maintenance team, including identifying rechargeable repairs, sending out invoices and reminder letters, liaising with Finance, Legal and Debit Collection agencies and other stakeholders, and reporting on outstanding debits and successful recovery.
- Maintaining records and storage of files, with electronic filing, scanning, photocopying and archiving.
- Updating spreadsheets and standards, including using computerised or manual records relating to the repairs contracts and service.
- To arrange for locks to be changed in a timely manner and to record the dates on the system
- To contact outgoing tenants for keys.
- To assist in the collection of customer data by undertaking postal and telephone surveys, and investigating basic complaints on behalf of the voids and disrepair manager
- Sending and receiving emails on behalf of the department.
- Producing basic documents using Word, PowerPoint and Excel.
- Using mail merge to create and send mail shots.
- Answering and making telephone calls, taking messages and dealing with queries.
- Assisting in setting up meetings and events, including room bookings, equipment and refreshments.
- Meeting and greeting personal callers.
- Accompanying and assisting the manager, or team leader at internal and external meetings, including construction site meetings.

An ability to complete a complex and demanding learning programme with external examinations is a requirement for Ealing Council vacancies

Skills and Abilities required:

1. An interest in housing development and community related projects.
2. Able to understand the importance of confidentiality within the workplace.
3. Able to deal professionally with the public in all forms of communication.
4. Accurate with excellent attention to detail.
5. Able to deal with complex, challenging and sensitive work.
6. Able to follow instructions and work to deadlines
7. Effective communication skills with a good standard of grammar and spelling.
8. Good knowledge of Microsoft office (specifically Word, Excel and PowerPoint) and the Internet.
9. Able to work flexibly as part of a team, asking for and giving support as needed.
10. Able to use initiative and learn to prioritise own workload.
11. Aware of equality and diversity and health and safety.
12. Able to understand the importance of being punctual and the impact that sickness absence has on the effectiveness of the team.

This position requires Enhanced Vetting