

Yorkshire Housing Role Profile

Job title:	Empty Homes Administrator	Leader of others:	No
Reports to:	Empty Homes Manager	Contract type:	Agile-Homeworking
Business Area	Repairs and Investment Delivery	Budget holder?	No

Job purpose

You'll provide a high-quality administrative support service to teams across to the Empty Homes team, ensuring effectiveness and supporting our aim to get every empty home ready to let to agreed standards, timescales and costs.

You'll keep the wheels spinning as you track the status of empty home reporting on their completion within the agreed timescales and providing visibility with a clear, accurate audit trail for the organisation.

You'll be flexible working across multiple systems and administrative tasks, always ensuring that your professional and take ownership of issues. You'll enjoy communicating with different people and engaging with the right people to get things done for our customers.#makeithappen

Key responsibilities

You'll provide an administrative support service to Empty Homes Team Leaders.

You'll coordinate the case management for empty homes - undertaking initial checks and triggering any required repair works or checks to empty homes operatives and other teams where necessary.

Liaise with resource planning to schedule gas, electric and environmental services other requirements in accordance with the empty homes timetable. You'll coordinate and track asbestos surveys and removals, EPCs, lock changes and other requirements.

You'll log updates from operatives and sub-contractors on the status of empty homes - maintain the tracking tool with up to date and accurate information. You'll track the progress of the works issued to completion, escalating to the Empty Homes Team Leader where there is a risk of homes not being let to agreed timescales or to a lettable standard.

You'll undertake all administrative duties related to utilities and council tax for empty homes.

You'll collate all documentation related to the home and provide this to the new customer team for the new customer welcome pack.

You'll work closely with the new customer team. You'll record all new empty homes once notified, and provide the interface between teams throughout the empty homes and after-care processes.

You'll proactively keep relevant teams updated and escalating where actions are not completed and if possible take ownership of issues in order to support the team meet operational targets and customer expectations.

You'll proactively speak to sub contractors and other third parties to complete administration tasks.

You'll be flexible capable of working across different interlinking business functions to administer and track information accurately across multiple systems. This will involve speaking internal and external customers and stakeholders .

You'll follow process embrace a culture of continuous improvement and making suggestions to improve services and processes.

You'll support in obtaining data on customer satisfaction and resolving queries

The above list of duties is neither exhaustive nor exclusive. The post holder is expected to undertake duties commensurate with the responsibility level of this post as directed

What you'll bring to the role

The main things:

You have knowledge and understanding of repairs/empty homes, having worked in a previous similar role with similar processes.

You're customer focused - you always put the customer at the heart of what you do and take pride in the quality of the empty homes service you're providing.

You enjoy working in a fast paced, customer-led environment delivering a fantastic front line empty homes service.

You're highly organised and have excellent attention to detail.

You can follow detailed processes and procedures.

You can manage your own time - planning, prioritising and working to strict timescales.

You're confident using Microsoft Office programs with intermediate Excel skills.

You're approachable, reliable and committed to providing a high quality administrative support service to your Empty Homes colleagues

Our values:

Our values describe what matters most to us, and what our colleagues should expect from each other. We're all expected to show how we support and live up to these values in our work.

Create trust • Do the right thing, not the easy thing • Be honest and open • Do what you say.

Be curious • Think differently • Ask questions • Keep learning.

Make it happen • Own it • Do it • Be empowered.

Achieve impact • Do things that matter • Deliver results • Show pride and passion.

Have fun • Enjoy work • Be yourself • Stay connected.

We want colleagues to feel free to be themselves - so we're all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you'd expect, we're responsible for our own health and safety, following our policies and doing any training needed for our roles.