



# VOID SERVICE LEAD

## Recruitment pack

### Homes in Somerset

Bridgwater House, Kings Square,  
Bridgwater, TA6 3AR

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Email: [jobs@homesinsomerset.org](mailto:jobs@homesinsomerset.org)





**Penlea House Development**



**Woolavington Estate Walkabout**



**Carrots Farm Handover**



**Highbridge Estate Walkabout**



**West Bow House Customers**



**2024 Garden Competition**

## Welcome to Homes in Somerset

Dear Applicant,

Thank you for your interest in working with us at Homes in Somerset. This is a great opportunity for an outstanding professional to join us at an exciting time.

Here at Homes in Somerset, we are in the search for an experienced Void Service Lead to deliver our empty homes process to our agreed standards and timescales.

This is an important role that needs attention to detail and experience in keeping systems updated. The role also includes working with contractors, producing reports and post-inspecting work.

The successful candidate will be joining an organisation committed to colleague engagement, where every colleague is valued and heard. We can offer you excellent professional development, training, and support to enable you to achieve your full potential.

If this role excites you and you are keen to join a passionate team of people working for our customers and a leading Arm's Length Management Organisation (ALMO) then we look forward to hearing from you.

Within this pack are all the details about the role and the recruitment process and key dates. However, if you require any further information or would like to discuss the role further please contact us by emailing [Jobs@homesinsomerset.org](mailto:Jobs@homesinsomerset.org).

We look forward to receiving your application.

With best wishes,

*Julia Paling*

Head of People & Communications

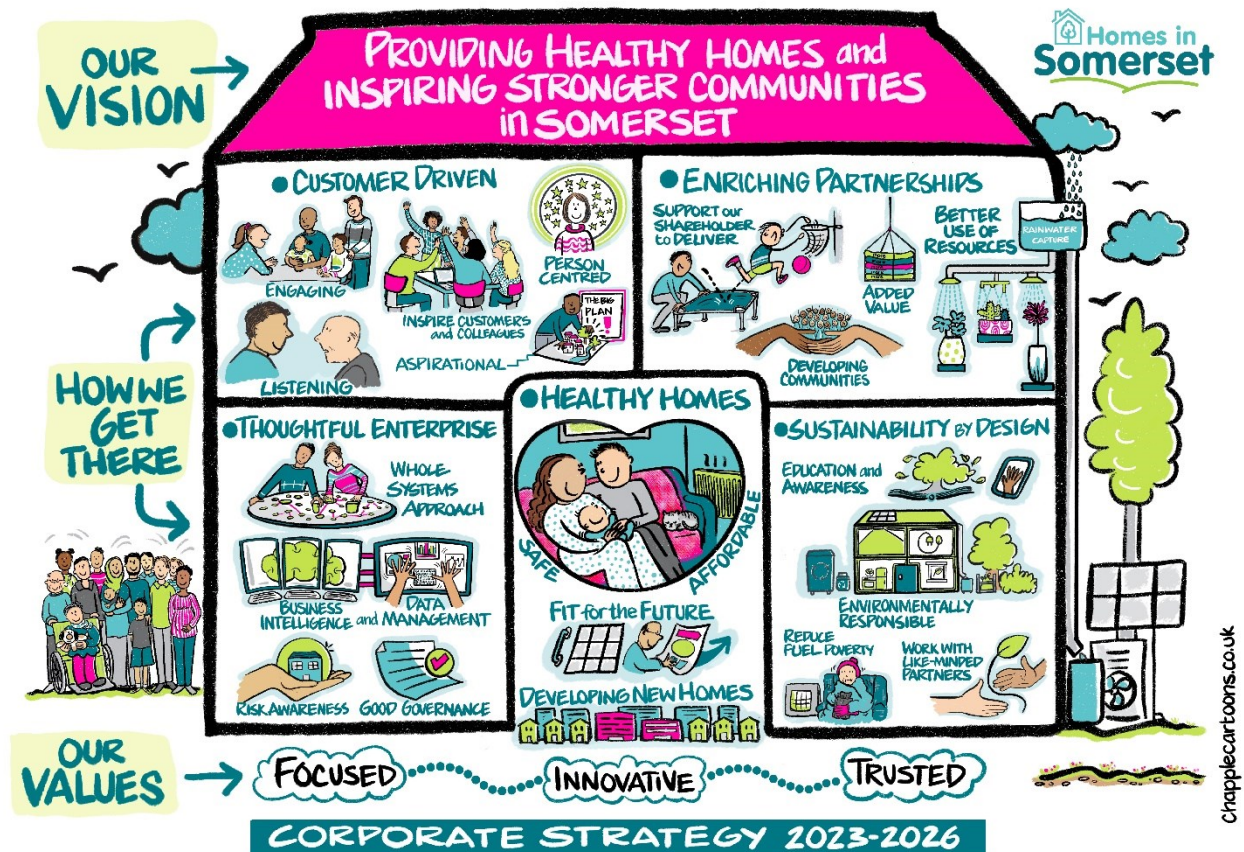


## About Homes in Somerset

Here at Homes in Somerset, our customers are at the heart of everything we do. We are one of the largest housing providers in Somerset, managing more than 4,000 properties on behalf of Somerset Council. We ensure good quality and safe homes are provided to the people who need them most.

We've recently been re-assessed an Investors in People Gold Award employer, and we've got big plans for the future.

## Our current strategy



**FOCUSED**

**INNOVATIVE**

**TRUSTED**

## Role Profile

Job Title: Void Service Lead

Salary: from £37,280 to £39,862

Annual Leave: 27 Days plus bank holidays

Car Allowance: Generous mileage allowance

## What's the role?

You will:

- To lead and manage the end-to-end voids process, ensuring all empty homes are repaired, re-let, and occupied as quickly and efficiently as possible, in line with the organisation's Voids Management Policy, Lettable Standard, and customer service commitments.
- Drive performance improvement, cost control, and customer satisfaction, ensuring homes are safe, compliant, and ready to let within agreed timescales.
- Ensure all voids meet statutory and regulatory requirements, including gas, electrical, fire safety, asbestos, and damp and be free of any hazards.
- Maintain accurate records of certificates and inspections.
- Identify and raise orders for works needed and close them down on relevant systems.
- Oversee and coordinate pre-termination inspections, void scoping, repair works, quality checks, and sign-off.
- Analyse property data and ensure correct information is available for Void Surveyors prior to end of tenancy inspection.
- Assist with other tasks as required
- report to the Asset Specialist and work within a team of surveyors

## What will I have to do?

You will:

- Continually develop all services, delivering sector leading service excellence; on time, within budget and to agreed quality standards ensuring exemplary standards of customer care.
- Be aware of Asbestos database and ensure all staff, contractors, consultants, tenants etc. are briefed on the existence of Asbestos in accordance with the Asbestos Regulations when necessary.
- Analyse trends and identify opportunities to improve performance, efficiency, and value for money
- Ensure the organisation's health and safety responsibilities and codes of conduct are met via the actions and behaviours of our colleagues and contractors.
- Monitor and report on key performance indicators (KPIs), including average re-let time, cost per void, and customer satisfaction.
- Coordinate/attend meetings with contractors

- Ensure financial control, identifying and reporting budget variances, providing corrective plans for overspending and areas for efficiency savings to deliver improved value for money services.
- Develop and implement process improvements to reduce void times and enhance service quality.
- Ensure that new tenants receive homes that meet or exceed the organisation's Lettable Standard.
- Immediately raise any concerns in relation to safety with your manager and escalate if necessary and maintain strong working relationships with internal stakeholders, contractors, and partner agencies to achieve joint objectives.
- Foster a culture of accountability, teamwork, and continuous improvement

## What do I need to be successful?

You will:

- Be technically strong, solution focused and a proven decision maker
- Proven experience managing the voids process within a housing, construction, or property maintenance environment.
- Have a strong understanding of social housing regulations, property compliance, and lettable standards.
- Have a strong focus on customer satisfaction and the customer experience
- Be a team player and deliver high standards
- Excellent project management and organisational skills
- Experience of managing contractors and monitoring KPIs.
- Ability to analyse data and produce meaningful performance reports.
- Full UK driving licence and access to a vehicle.
- Deliver the right result, think outside the box and be responsive to change and creative in approach
- Be aware of, and take responsibility for compliance with, all Health and Safety legislation. Ensure a safe working environment for customers, colleagues, the public and contractors by ensuring that health and safety is effectively planned, organised, controlled and monitored.
- Be familiar with successful job, programme and project management including CDM
- Relevant qualifications in Housing, Construction or Property Maintenance are desirable.

## How will I evidence my success?

I will:

- Successfully meet the KPIs and objectives agreed for myself and my team including:
- Average re let time, cost of void, customer satisfaction, compliance certs in place
- Successfully manage all situations and works to ensure our customer gets the best possible service
- Get feedback from my customers, peers and my manager about my effectiveness in delivering my services, as well as how I deliver them



- Be able to demonstrate the service improvements I have delivered with tangible results that show success
- Evidence that the Assets policies and processes have been followed and effectively used in managing risk and providing good customer service
- Evidence that the organisation is fully compliant with legislative obligations e.g. health and safety and procurement requirements for my area.
- Deliver my services within my allocated budget and evidence sound budget management through the year
- Provide excellent service to all our customers, both internal and external.
- Demonstrate- Accountability, Integrity, Collaboration and Innovation.

## What we offer

We want Homes in Somerset to be a great place to work, where colleagues are proud to work for the organisation. As well as working alongside some amazing colleagues to provide great services to our customers, we offer a range of benefits.



- We recognise the importance of a work life balance and our hybrid working policy allows you to adapt.
- Up to date, modern equipment provided whether working at home or in the office. We also offer a contribution towards the cost of a desk.
- Generous holiday allowance which rises with service.
- You'll be auto enrolled into the Local Government Pension Scheme where we will contribute 19.9% of your salary.
- We pay more than the statutory parental leave and work with you to balance work and life commitments.
- We offer a 24-hour helpline and access to welfare and lifestyle advice, including counselling. We have also supported colleagues to become Mental Health First Aiders.
- Great learning and development opportunities.
- We celebrate success linked to our values including HiS Heroes and long service.
- If your role requires a certain amount of travel, you will receive a car allowance.
- Access to discounts for sport, leisure, and entertainment activities.



## Recruitment Timetable

Activity	Proposed Dates
Recruitment opens	Tuesday 2 December 2025
Closing date	Wednesday 17 December 2025
Shortlisting	Thursday 18 December 2025
Formal interviews	Monday 22 December 2025

## How to Apply

To apply, please visit the vacancies section on [our website \(www.homesinsomerset.org\)](http://www.homesinsomerset.org) Click on the Menu button, and under the section 'Work with Us' you will find Vacancies, open this up, find the relevant vacancy and select the 'apply now' button to complete your application.

You will be asked for full contact details for two referees (including your current employer if applicable). Please note we will not request references without your prior permission.

All appointments are subject to two satisfactory references, a DBS check and access to a vehicle for work purposes.

Our address should you need it is:

The People Team, Homes in Somerset, Bridgwater House, Kings Square, Bridgwater, TA6 3AR

The closing date for applications is **Wednesday 17<sup>th</sup> December 2025, at 23:59pm.**