

## Job Description

### Void Chargehand

**Reporting to:** Void Delivery Manager  
**Direct reports:** 6-8

#### Job Purpose

Soha Response is our in-house contracting business. This role is an essential part of the team, supporting the efficient turnaround of void properties and helping to ensure homes are restored to a good standard, ready for re-let.

The Void Chargehand provides hands-on support and day-to-day coordination for trade operatives working in void properties. The role acts as a key link between operatives and the Void Supervisor, helping to allocate work, maintain productivity, support quality standards and keep communication flowing across the team.

#### Role specific duties;

- Assist in the day-to-day coordination of trade operatives working on void properties.
- Support the allocation of tasks to operatives based on skillset, workload and property priority.
- Carry out basic site checks to help ensure works are progressing and completed to the required standard.
- Identify and report poor workmanship, delays or operational issues to the Void Supervisor.
- Support operatives on-site by providing guidance, resolving minor issues and helping maintain an efficient workflow.
- Monitor material requirements and stock levels, coordinating replenishment with the Supervisor where needed.
- Promote safe working practices and report hazards, near misses or health and safety concerns.
- Maintain accurate records of completed work and support photographic evidence requirements.[BR2.1]
- Support the proper use, care and basic maintenance of company vehicles, tools and equipment.
- Help ensure waste disposal is managed effectively and in line with environmental guidance.
- Act as a key point of contact for operatives, keeping the Void Supervisor updated on progress, risks and issues.
- Carry out other duties as required to support the delivery of the voids service.

**What you will need to have:**

- Experience working in void property refurbishment, repairs, maintenance or a similar trade environment.
- Ability to support and coordinate trade operatives in a busy operational setting.
- Good understanding of health and safety requirements on-site.
- Strong organisational skills with the ability to prioritise work and respond to changing demands.
- Good communication skills and the ability to work effectively with operatives, supervisors and other teams.
- Ability to identify workmanship issues, operational risks and practical solutions.
- Competence in using IT systems or mobile devices to update records and provide evidence of completed work.
- Full UK driving licence

Successful candidates will be subject to a basic DBS check.

No role profile can cover every issue which may arise within the post at various times and the postholder is expected to carry out other duties from time to time, which are broadly consistent with those described.