

# OUR CORE VALUES



## Voids Administrator

**Department:** Gas Service

**Reporting to:** Gas Service Manager

**Hours:** Monday – Friday, 40hr week (8am – 5pm)

### Description

The successful candidate will report directly to the Gas Service Manager but will be expected to work closely as part of a team comprising of Contract Managers, Team Leaders, Service Centre Operatives, Field Service Manager & Department Manager.

The Key Driver for this role is to achieve exceptional standards of service delivery, efficiency and cost management through effective monitoring, training, support & communication. The successful candidate will welcome and fully encompass the use of all Company Systems and approved procedures to achieve this, challenging where necessary to further improve or enhance delivery.

There is a grading structure for this position to develop candidates.

### Main pre-requisites

- Experience in service delivery
- Understanding delivery of best value and continuous improvement
- Demonstration of organisational skills
- Demonstrate initiative and good work ethic
- Openness to learning
- Exceptional communication and interpersonal skills

### Primary responsibilities

- Job scheduling/planning of Void works within contracted SLAs

- Timesheet approval
- Client liaison (phone/email/face to face)
- Daily management of Void Sabre action lists
  - Void WIP
  - Void Invoicing
  - Void BHL
  - SWK Overdue (extension)
- Daily review of completed Void certificates
  - Ensure distribution to client
- Raising & actioning remedial works
- Loading SORs for Quotation
- Client meetings when required
- Cost control to improve Void margin
- Communication with Void engineers & team
- Monthly Void meetings
- VOID LGSR corrections
- Supporting GSD Team in busy periods
- Identify chargeable works opportunities to increase revenue

## Benefits of working for us

- Established in 1966 we now employ over 400 members of staff, yet remain a **family run business, with strong family values**
- Envidable reputation for **high staff retention** rates
- Role specific training and development
- **Equal opportunities employer**, with a culture to promote from within
- **Mental Health** awareness and resources
- We promote **cycle schemes** to encourage healthier lifestyles
- Yearly **annual leave increase** after 5 years of service
- Open door policy
- **Living Wage** employer
- Members of **the 5% club**



## Interested in applying?

Please send a copy of your CV to [customercare@smithandbyford.com](mailto:customercare@smithandbyford.com)