

Service: Supported Accommodation Services
Hours: 35 hours per week
Shift Pattern: Mon-Fri, plus occasional evenings or Saturdays
Contract: Permanent
Vacancies: 1
Salary: £33,000 – subject to a pay review in April.

A Rare Opportunity to Shape a New Service Area

We are growing — and with that growth comes an exciting, newly created opportunity for a skilled, motivated, and forward-thinking **VOIDS & FACILITIES MANAGER** to join our organisation at a pivotal time.

If you're passionate about creating safe, high-quality, welcoming environments for people in supported accommodation, and you're ready to lead with purpose, innovation, and care — this could be the role you've been waiting for.

Why This Role Matters

Our accommodation doesn't just provide a roof — it provides safety, stability, and the foundations for change.

You'll play a central role in ensuring our properties are safe, compliant, well-maintained, and ready for occupation. You'll lead on void turnaround, facilities operations, building standards, and health and safety across our supported housing portfolio. And with a team of **3–5 staff** delivering day-to-day intensive housing management duties, you'll ensure our environments truly support residents' wellbeing and tenancy sustainment.

This is a rare chance to step into a new role with the freedom to shape processes, set standards, and develop a modern, responsive approach to voids and facilities management.

What You'll Be Doing

1. Voids Management & Property Turnaround

- Lead the full voids process and ensure rooms and properties are prepared quickly, safely, and to a high standard.
- Oversee void inspections, coordinate repairs and cleaning, monitor occupancy levels, and minimise void loss.
- Maintain secure, hazard-free properties, supported with excellent documentation for audits and compliance.

2. Facilities & Property Management

- Manage the day-to-day running of buildings, communal spaces, and external areas.
- Oversee planned and reactive maintenance, ensuring timely resolution of issues.

- Maintain asset registers, maintenance logs, cleaning standards, and contractor oversight.

3. Housing & Supported Housing Compliance

- Ensure compliance with relevant housing legislation, supported accommodation regulations, and landlord responsibilities.
- Lead on documentation for inspections, audits, and regulatory requirements.

4. Health & Safety Leadership

- Lead on health and safety across the property portfolio, including fire safety, water safety, and property risk assessments.
- Ensure timely hazard mitigation, appropriate use of COSHH and PPE, and a culture of safe working practices.

5. Team Leadership

- Line manage a small team delivering housing management, safety checks, cleaning, and facilities tasks.
- Provide supervision, coaching, training, and performance oversight.
- Champion trauma-informed and resident-centred practice.

6. Intensive Housing Management (EHB Aligned)

- Ensure a consistent approach to property standards and IHM tasks including building checks, cleaning, fire safety, and repairs reporting.
- Support residents to understand occupancy agreements and maintain safe, stable environments.

7. Reporting & Audit Readiness

- Keep accurate records of voids, compliance checks, repairs, and maintenance.
- Produce high-quality reports on performance and property condition.
- Support audits, inspections, and contractual compliance.

★ Who We're Looking For

Qualifications & Knowledge

- Strong background in property, facilities, or asset management — ideally within housing or supported accommodation.
- Solid understanding of building safety, fire standards, compliance, and statutory requirements.
- Knowledge of voids management and contractor oversight.
- Awareness of trauma-informed practice and safeguarding.

Skills & Competencies

- Excellent planning, scheduling, and problem-solving abilities.
- Confident managing contractors and coordinating multi-trade activity.
- Strong communication skills with a person-centred approach.
- Competent with housing management systems and digital reporting tools.
- Analytical mindset with the ability to identify trends and improvements.

Experience

- Proven experience managing voids, repairs, or facilities functions in a housing or supported accommodation setting.
- Experience conducting property inspections, risk assessments, and compliance checks.
- Experience working with residents affected by multiple disadvantages, with empathy and resilience.

Values & Behaviours

- Committed to trauma-informed, resident-centred practice.
- Calm, adaptable, solution-focused, and accountable.
- Collaborative team member who contributes positively to organisational culture.

Other Requirements

- Full UK driving licence and access to a vehicle.
- Ability to join an out-of-hours rota if required.
- Willingness to undertake training in safeguarding, H&S, and trauma-informed practice.



Apply Now

If you're ready to step into a role where you can lead, innovate, and help create safe, dignified, empowering spaces for the people who need them most, we'd love to hear from you.

To apply, send us a covering letter outlining what you could bring to the role and why you'd like to work for DASH, along with your CV to: recruitment@dashorg.co.uk