

Bernicia Group Role Profile

Title: Void Property & Gardens Operative

Reporting to: Estate Services Team Leader

Date: 20/7/26

Purpose

To remove and dispose of any discarded items from recently vacated properties and complete all necessary garden maintenance to meet the Bernicia void property standard whilst ensuring compliance with relevant legislation and regulatory guidance.

Accountabilities

Operational

- Removal and disposal of goods from recently vacated properties
- Garden clearance and maintenance
- To work alongside the post inspection team on Void completion, and to report any defects to management that may prohibit the Void return.
- To be able to organise own workload and to liaise with management and post inspection team to ensure Voids properties are cleared and maintained and returned on time and to schedule.
- To work within Bernicia's Health and Safety Policy and Procedures paying special attention to Control of Substances Hazardous to Health (COSHH) legislation. You will also be required to take responsibility for your own and others health and safety in accordance with the Health and Safety at Work Act (HASAWA) 1974
- The job will require you to work with handheld technology and have good communication (mobile phone) skills. You will also be expected to attend any training that Bernicia thinks is appropriate to your job role.
- To promote the company positively.
- To adhere to the Bernicia lone working policy due to the nature of the role as there may be periods of lone working.
- You will be required to work a 37-hour week and to be flexible to work different hours or work patterns if the needs of the service require it.
- Deliver work activities in line with all health and safety requirements, demonstrating a sound working knowledge of key legislative health and safety information and safe

- Ensure van-based stock is maintained to appropriate levels and when stock replenishment is required notify Team Leader or Contract assistant for the procurement of the stock.

Strategic

- Make recommendations to improve business delivery that will see customer experience improved and exceed expectations.
- Build effective working relationships with Team leaders, colleagues, and all stakeholders.
- Support a culture of high performance in your areas that encourages cultural development as well as continued service improvement.

Corporate

- Comply with all relevant legislation and work within our policies and procedures.
- As appropriate to the role, take ownership of the data in your area and support the achievement of high quality data and data management across Bernicia, by ensuring any data recorded is accurate, reliable and trustworthy.
- Perform your role in accordance with the Bernicia Way and draw to your manager's attention any unsafe working practice/conditions.
- Maintain a safe and healthy working environment, by ensuring all health and safety policies and procedures are fully implemented and consistently applied and carrying out suitable and sufficient risk assessments.
- To meet the requirements of a customer driven service, maintain a flexible approach to work and be committed to upholding all service level working practices. Ensure risks are effectively mitigated and all instructions followed always providing a safe working environment for all stakeholders.

The above list is not exhaustive and your role will change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of technology and improving the way we do things. You must therefore be committed to personal development, adapting to and welcoming change and making continuous improvements in the efficiency and effectiveness of our use of resources.

All colleagues are encouraged to not ignore work at the boundaries of their specific role, by taking “ownership” of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

Essential Skills & Experience

- You must hold a full clean driving licence
- Able to meet the physical requirements of the role

Desirable Skills & Experience

- Experience of working in empty homes
- Experience of property or garden maintenance

Values	
Value	Expectation
Customer Focused	We understand our customers and champion customer focus.
Trusted	We uphold the highest standards of integrity in all our actions, we are personally accountable and deliver what we say we will do.
Respect for People	We respect our tenants and customers and recognise them as individuals. We value our colleagues, encourage their development and reward their performance.
Leadership	We provide strong and transparent leadership, supported by clear decision-making which is evidence-based and outcomes-focused.
Collaborative	We collaborate to help meet the needs of tenants and customers, partners and the wider North East.

