

#  Job description

**Leasehold Officer**

**Reports to: Income Team Leader**

## Working environment: OFFICE / SITE VISITS

**Purpose of role:**

* To be a first point contact with leaseholders internally and externally, concerning leases, Leasehold management and liability of leases.
* To collect and maximise all housing income across the service.
* To monitor, co-ordinate and accurately process S20 consultations to meet statutory requirements.

**Key result areas:**

## Corporate responsibilities

* To understand the Corporate Plan priorities and values and contribute to the delivery of these in the provision of high-quality services to residents of the borough and communities.
* Work across the Council to achieve goals and contribute to the delivery of the Council’s objectives.
* Work with a collaborative approach to service delivery across the Council.
* Taking direction from the Income Service Manager / Income Team Leaders on work priorities and work plans which support the corporate priorities to ensure that high standards of customer service underpin all that the Council does.
* Actively promote equal opportunities and value diversity as both an employer and as a direct service provider, fostering a culture of fairness, equality, and respect.
* To act as an ambassador for the Council promoting the organisation in a positive way and comply to legislative requirements.

## Operational responsibilities

* To be a first point of contact with residents over the telephone, office interviews and in their homes providing clear advice and information.
* To take credit/debit card payments securely over the telephone.
* Attend promotional events to offer advice and support to residents on how to maintain their homes.
* Develop consultation methods to engage with leaseholders and undertake consultation about the services they receive.
* To listen, assess and refer residents to appropriate support agencies and work in partnership with those agencies to enable positive outcomes.
* To investigate and respond to leasehold enquiries regarding service charges, disputes and their accounts.
* To refer leaseholders to appropriate support agencies and work in partnership to improve service delivery.
* To facilitate in the creation of new leasehold accounts and assignment of leases with completing account adjustments.
* Maintain accurate records of all activities and transactions making most efficient use of electronic systems.
* To support with collection of data, calculation, and process service charges in accordance with legislation and the lease. Including liaison with the Council’s repairs and asset management service.
* Provide advice on Section 20 consultations with leaseholders and partners to ensure Major Works Notices are served correctly and completed through to billing.
* To instigate and complete the enforcement action on all level of arrears cases, create payment plans and dispute resolution and court action. And any other types of housing related arrears and lease breaches.
* Regularly review existing leases to consider whether they should be varied and recommend action as appropriate.
* To co-ordinate and accurately process Right to Buy information for leasehold properties in accordance with legal requirements to meet statutory timescales.
* To co-ordinate and monitor applications submitted for property alterations to leasehold homes.
* Create, monitor, and cancel leaseholders Home Contents Insurance with account adjustments in accordance with procedures and any other services within Housing Income Team.
* Complete initial fraud assessments on Right to Buy Applications for leasehold homes and where circumstances are suspected report to government agencies for investigation.
* Investigate and request refunds/internal payment transfers and liaise with other departments in accordance with policy and procedures.
* To collate H&S information for leasehold properties in accordance legal requirements to meet statutory timescales.
* Ensure compliance with Council processes and procedures, including finance, performance, HR, governance, health and safety, safeguarding, information management, data protection and equalities.
* To assist in reviewing service delivery, working towards continuous improvement, and exploring innovative approaches to service delivery.
* To provide support to the Income Team Leaders and Service Manager as and when administration and other works required.
* Any other work required and as directed within the confines of the existing grading and post.

**The above may change subject to consultation with the post holder. This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**



#  Person specification

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| **INCOME OFFICER**  |  |
| **Experience/ Knowledge**  | Background in Housing Management – public sector housing, or private sector dealing with Leaseholder related issues. In-depth knowledge of Leasehold Law and the Commonhold and Leasehold Reform Act 2002.  Knowledge of welfare benefits and delivering excellent resident engagement.  Knowledge of safeguarding legislation and practice in respect of children and adults. Knowledge of the GDPR, Freedom of Information Act and Health and Safety at Work Act. A minimum of 12 months experience of working in a demanding customer service environment. Experience of accountancy, providing excellent customer service and ability to relate and deal directly with all residents and those vulnerable. With the ability to take complex information and translate into clear information with advice and guidance. A proven ability to multi-skill with experience of working in an office environment and lone working in residents’ homes. Experience of working on own initiative, following procedures, assessing situations, and making decisions. Some technical knowledge required and processing of complex information. Being performance driven to meet targets and deadlines in advance.  |
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| **Qualifications**  | Educated to GCSE standard including Maths and English at Grade 4 or above. NVQ Level 3. Chartered Institute of Housing Level 3 Qualification. To maintain continuous professional development and up to date knowledge in all areas of the role, including but not limited to legislation, housing processes and procedures and Council policies.  |
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| **Competencies** Excellent IT skills, including Excel, Word, and financial information and housing systems. Ability to demonstrate a commitment to customer care and motivating others to do the same. Excellent interpersonal skills along with the ability to work colleagues at all levels in a consistent, courteous, and sensitive way. Ability to keep calm even under pressure and in stressful situations. Understanding, caring and helpful nature and listening to our residents. High level of commitment and enthusiasm and desire for job satisfaction to improve outcomes for our residents. Desire to do work to a high standard and help others. Dealing with public in conflicting situations.  |
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| **Personal Qualities and Attributes**  | Self-awareness Openness and honesty and integrity Personal resilience Fairness and consistency Flexibility and enthusiasm to contribute innovative ideas and initiatives  |
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| **Behaviours**  | Put Great Yarmouth First Effective and Open Communication Respect Others Working Together Embracing Change Take Personal Responsibility  |
| **Personal** **Circumstances**  | A flexible approach to working hours and duties. Current valid driving licence and own transport.  |