

Job Profile (Senior Leasehold Officer_ Leaseholder Services)

Job Title: Senior Leasehold Officer (Leasehold Admin Team)

Job Grade: Level 3 Zone 2

Salary Range: £36,984 – £42,526

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

About the role

You will join a team of officers responsible for undertaking legal and administrative functions for a portfolio of approximately 10,000 residential leasehold properties.

You will work with colleagues throughout the Council including elected Members, and be the team's first point of contact for leaseholders, freeholders and their representatives including solicitors and architects. You will investigate and respond to correspondence and enquiries from internal and external stakeholders.

This role comprises a large number of diverse tasks and responsibilities. Examples of your duties include undertaking: lease extensions; collective enfranchisement; ad-hoc disposals and licence for alterations. You will scrutinise service charges and rents from landlords, oversee the Council's Buy Back scheme and maintain the electronic register of Recognised Tenants Associations.

You will be expected to work independently and proactively, and to ensure that all duties are undertaken in line with Council policy and the requirements of all relevant legislation.

This is primarily an office based role with the option of working from home for part of the week. You may occasionally be asked to attend evening meetings, undertake site visits and represent the Council in Court or at the First Tier Tribunal.

About you

You will possess and be able to evidence the following skills, knowledge and experience:

- A good understanding of the rights and responsibilities of leaseholders and freeholders including public and private sector, voluntary disposal and head leases.
- A good understanding of leasehold administration, particularly in relation to: ad-hoc disposals, lease extensions, collective enfranchisement and licence for alterations.

- A good understanding of the First Tier Tribunal (Property Chamber) and relevant legislation including: the Housing Act 1985; the Landlord and Tenants Act 1985 and 1987; and the Commonhold and Leasehold Reform Act 2002.
- Ability to work flexibly and independently, effectively managing your time and prioritising tasks in order to meet deadlines, particularly when faced with conflicting demands and changing priorities.
- Ability to understand and interpret leases.
- Meticulous attention to detail; the ability to analyse information, identify and resolve problems, and make sound decisions independently.
- High standard of literacy: the ability to understand and interpret complex data and communicate effectively, verbally and in writing, to a high standard.
- High standard of numeracy: the ability to produce, understand and interpret, collate, analyse and report on data and statistics including complex financial information.
- Excellent interpersonal skills: the ability to unite opposing parties, foster positivity and handle sensitive issues with tact and diplomacy.
- Excellent ICT skills including Microsoft Office software, in particular Outlook, Word and Excel.

Work Environment:

This is primarily an office based role with the option of working from home for part of the week. You may occasionally be asked to attend evening meetings, undertake site visits and represent the Council in Court or at the First Tier Tribunal.

People Management Responsibilities:

None

Relationships:

The role is based in Leaseholder Services but you will also regularly liaise with other teams and departments within the Council including elected Members. You will be the first point of contact within the team for leaseholders, freeholders and their representatives including solicitors and architects.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role politically restricted?

This role is not politically restricted.

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications

from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,