

Job Profile – Leaseholder Officer

Job Title: Leaseholder Officer

Job Grade: Level 3 Zone 1

Salary Range: £33,789 - £38,465

About Camden

Camden's main offices are located in modern, award-winning offices at King's Cross. You can expect an exceptional range of benefits including discounted access to the onsite leisure facilities with swimming pool, recognition and reward for high performance with progression and pay increases, flexible and agile working hours and access to a leading pension scheme.

Make it work for you. Make it your Camden.

About the Role

We have a fantastic opportunity for a highly organised person to join our multi-disciplinary Leaseholder Services collections team. This is an exciting role within housing management, where you will be the first point of contact for complex enquiries from leaseholders. The successful candidate will investigate and respond to questions regarding annual service charges and major works. The purpose of this role is to maximise the council's income through effective monitoring and management of approximately 1000 leasehold service charge accounts.

The successful candidate will be adept at calculating and processing service charge reductions, ensure payments for services are made and deadlines met; visit sites across the borough and occasionally represent Camden at tribunal and County Court. Previous leasehold management experience is not essential.

About you

To be considered for this post the successful candidate will be an excellent communicator (both written and verbal) and possess excellent customer service skills. You will be able to liaise with multiple stakeholders such as leaseholders, freeholders, Members of Parliament, Councillors, solicitors, external agencies; and across various teams and departments within Camden Council.

Therefore, it is essential that you are a confident communicator in all mediums and varying levels of seniority. The ideal candidate will have the ability to understand and interpret financial data, demonstrate strong attention to detail and have a keen analytical approach to your workload. You will also be able to prioritise effectively and meet deadlines, particularly when faced with changing circumstances.

Work Environment

You'll be working from home and at 5 Pancras Square

People Management Responsibilities

None

Relationships

The post holder will be expected to have frequent contact with residents, internal and external stakeholders and solicitors.

Discover and Diversity

To "discover" more about Camden and our commitment towards diversity, equality and safeguarding, please visit our recruitment website

If you want to find out more about what it's like to work at Camden to help you decide whether we're a good fit for you, please click [HERE](#) to complete our online scenario based questionnaire. Please note, this does not form part of the application and will not be used as part of the selection process.

How to apply

To apply for this job please follow the "Apply" link. In the 'Why you?' section of the application form you will be expected to explain how you meet the key requirements for this role listed in this Job Profile attached at the bottom of this Advert. When explaining how you meet each of the requirements, please give examples that clearly demonstrate your skills, knowledge and experience. When writing your examples give a brief description of the situation or task but focus on the actions you took and the result of your actions.

Camden is committed to making our recruitment practices barrier-free and as inclusive as possible for everyone. This includes making adjustments or changes for people who have a disability or long-term health condition. If you would like us to do anything

differently during the recruitment process, or provide any 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.

Technical Knowledge and Experience:

(E.g. qualifications that are essential for the role and / or examples of the experience role holders would be expected to have in order to succeed in the role)

- Excellent customer service skills
- Ability to communicate effectively, verbally, in person and in writing
- High level literacy and numeracy skills
- Ability to understand and interpret financial data
- Able to demonstrate strong attention to detail and analytical approach
- Ability to prioritise effectively and meet deadlines, particularly when faced with changing circumstances

Camden Core Behaviours – identify the level relevant to role for the 5 Camden core behaviours:

(Refer to Camden Behaviour framework)

Core Behaviours	
Adaptability	2
Customer service	2
Drive improvement	1
Working together	2

Camden Additional Behaviours – identify one or two relevant additional behaviours with the appropriate level for this role:

(Refer to Camden Behaviour framework)

Additional Behaviours	
Analysis and judgement	2
Confidence & resilience	1

Structure Chart

Collections Team current structure

