

## **Job Profile: Senior Leaseholder Officer**

### **Role Purpose:**

The role of the senior leasehold officer will be to provide a more strategic approach to managing a portfolio of leasehold properties and to carry out a more generic role that includes functions carried out across leasehold teams. The officer will have to take responsibility for reporting, data management, support supervise and co-ordinate the leasehold processes and prepare service charge budget setting. It is an ideal opportunity for someone wanting to develop a complete skill set and develop in a more senior role and fits with Camden's race equality plan to develop staff. The officer will also work with the leasehold principal officer and assist with the leaseholder services improvement plan and rapid development.

### **Example outcomes or objectives that this role will deliver:**

#### **Main portfolio duties:**

- To be the first point of contact for leaseholders and to investigate and respond to complex queries regarding annual service charges and major works. Provide advice to leaseholders and internally to other housing teams concerning leases, leasehold management and the liability of lessees to contribute to Council expenditure.
- To maximise the council's income through effective monitoring and management of approximately 1000 leasehold service charge accounts or manage the CIP (Community investment programme) portfolio. Manage from the point of issue through to collection including setting up and monitoring payment arrangements; arrears escalation; dispute resolution and County Court action.
- To perform the Council's credit control function in respect of residential leasehold service charge debt and related amounts
- To calculate and process service charge reductions in accordance with legislation, policy and decisions of the Courts and First Tier Tribunal (Property Chamber).
- Supervise and co-ordinate the collections process working with our external solicitors
- Prepare portfolio reports on day to day and major works income for their portfolio, cases to be referred to solicitors, disputes, major works payment arrangements and cash flow projections
- Manage the collection of customer satisfaction data from leaseholders
- Manage the recognised leasehold associations in their portfolio, This will include attending and chairing meetings and taking responsibility for resolving disputes and estate issues
- Manage, resolve and take strategic responsibility for service charge disputes, which will involve case co-ordination with other housing teams.
- Attend the First Tier Tribunal and the county court to present evidence.
- Present performance reports to the team manager and the Finance and income manager.

- The officer will be required to work across teams, which will require an understanding of legal processes and work in a multi skilled environment taking responsibility for complex leasehold processes.

### **Working across teams**

- The officers will be required to work across 5 teams including the Leasehold Accounts Team, Major Works Collections, RTB Sales team, Planned Works Consultation, Major Works Final Accounts and the CIP( Community investment programme) Facilities Team. As part of the generic working across teams the officer will also be required to work in the lease admin team managing alterations, lease extensions and enfranchisement cases.

- **Major works**

- To carry out statutory consultation under the terms of the Landlord & Tenant Act 1985 (as amended) as part of an innovative and customer-focussed service and in line with best practice in this area
- To prepare financial workings for major works contracts to calculate the estimated service charge for leaseholders and right to buy applicants reconciling all costs to the tender sum
- To investigate all leaseholder observations received and to reply within the set timescales with high quality responses
- To calculate leaseholders actual individual recharges for major works by reconciling the Quantity Surveyor's audited spend to the tender sum
- To construct all workings and adjustments in line with legislation and the lease and reconcile them to the leaseholders' estimated invoice
- To ensure accurate estimated and actual invoices are issued to leaseholders in a timely manner
- Manage and take responsibility for consultation meetings both in open/group and one to one meetings with
- Develop and promote leaseholder engagement with major works projects.
- To respond to complex queries on the leasehold law and disputes

- **RTB Sales**

- Provide advice to tenants interested in purchasing their home under Right to buy and Social Homebuy terms.
- Process Right to Buy and Social Homebuy applications from application stage through to completion
- Respond to leaseholders and their solicitor's requiring management information when they are selling or Re-mortgaging their property.
- Set up new leases and create Service Charge accounts on Northgate for new sales
- Provide advice to leaseholders sub-letting their homes and Registering sublets

**CIP (Community investment programme) Facilities Team:**

The officer will be required to manage a portfolio of 300 new build private sector leasehold properties. This a high profile role that will be the first point of contact for this group of leaseholders. There is a high level of responsibility for service delivery. As well as managing the tasks listed above relating to leasehold management and service charges the officer will also ;-

- Take a strategic responsibility for this high profile service.
- Deliver and manage a customer focused service to leaseholders
- Manage housing management issues including breaches of lease, illegal holiday lets and neighbour problems
- Work with the estate services facilities manager to resolve and co-ordinate estate and block service issues
- works Prepare the service charge budgets with
- Manage leaseholder meetings and surgeries
- Work with the leasehold revenue accountant to establish service charge budgets for blocks.
- Manage the block sinking funds
- Liaise with other teams to manage issues and disputes

**Budget setting and finance**

The officer will prepare service charge budgets for the blocks in the CIP programme and consult leaseholders and manage the budget setting process. Work with LRAT to ensure accurate service charges are calculated for this group of leaseholders.

**People Management Responsibilities:**

The Role has management responsibilities for:

- Assist the leasehold principal and other managers with the supervision of project teams and certain leasehold process's delivering project plans and priority targets around income collection, which will involve taking responsibility for 2 to 3 leasehold officers.
- Take responsibility for the management of 1 to 2 RTB leasehold officers, Managing the sales process and carrying out audit checks
- Take responsibility for the management of consultation of officers delivering major works projects.

**Relationships;**

- The post holder will have regular contact with leaseholders and their representatives; Councillors; MPs; Solicitors; senior council officers and other external agencies and teams and departments within the Council. Excellent liaison skills and the ability to develop effective working relationships is necessary.

**Work Environment:**

- This is mainly an office-based role. The role will require site visits and meetings with individual leaseholders and leasehold groups including representing the council at the county court and FTT (First Tier Tribunal as required).

**Technical Knowledge and Experience:**

- High level literacy and numeracy skills
- Ability to communicate effectively, verbally, in person and in writing
- 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
- Self-motivated; able to demonstrate energy and commitment, putting in the work necessary to meet deadlines and achieve results
- Ability to work effectively both as part of a team and individually
- Have a good knowledge of leasehold legislation governing service charges and leases
- Be able to read and interpret legal documents and leases

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

*(Refer to Camden Behaviour framework)*

<b>Core Behaviours</b>	
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)*

<b>Additional Behaviours</b>	
Analysis and judgement	2
Confidence & resilience	1

**Structure Chart**

**Collections Team current structure**

