

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.

- 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

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.

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?

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

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. 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.