

Leasehold Income Team Leader Job Profile

Job title: Leasehold Income Team Leader

Grade: Level 4 Zone 2

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.

The ambition set out in We Make Camden is that everyone in Camden should have a place they call home, with no one sleeping on the streets. The vision for Housing Services is to work deep within our neighbourhoods and communities to improve our services with people who use and rely on them, to deliver those services in an informed and responsive manner, and to ensure that preventing homelessness and providing safe, secure and sustainable housing are key pillars of Camden's work to increase social equality and achieve the best outcomes for Camden residents.

About the role:

As Leasehold Income Team Leader, you'll lead and motivate a team of Leasehold Income Officers ensuring procedures are robust and efficient, tasks are planned, and prioritised and team members are empowered and supported to meet performance targets while delivering a relational and person-centred income service to 9800+ leaseholders.

Example outcomes or objectives that this role will deliver:

- Lead a team delivering a proactive income recovery service to within the Leasehold Income Team, covering a range of income recovery functions including collection of service charges, major works income and other home-ownership related income.
- Lead on a proactive approach to leasehold income collection, managing risk through person-centred and timely interventions to prevent income loss as well as enforcement action where necessary.
- Work closely with colleagues across Housing and Repairs to provide a relational service to leaseholders.
- Ensure a balanced and risk-based approach to case management, empowering officers to make informed account management decisions, make the right interventions at the right time to prevent income loss, and secure good outcomes for residents.
- Support and advise the Leasehold Team Manager and provide regular performance updates.
- Where necessary, to support enforcement action by providing representation at Tribunals and Court hearings or gathering and providing evidence to support action.

About you

We're looking for someone who is enthusiastic about our ambition to make Camden the best place to live and work. Above all, you will be passionate about ensuring that services are delivered in a relational way, with the best outcomes for residents at its heart.

In addition:

You are passionate about housing equality: You believe everyone has the right to a home that is decent, safe and warm, and to feel part of Camden's community.

You are proactive: You take action to address problems and support people, as early as possible.

You keep services accessible: You believe in working to make services approachable, transparent and easy – going the extra mile to meet the diverse needs of residents.

You take a caring approach: You listen, understand and have others' concerns in mind. You are happiest when residents are.

You believe in doing things together: Collaborating and connecting are at the heart of what you do, ensuring no one gets left behind.

Here at Camden, we are committed to ensuring everyone has a place they can call home, the services you and your team deliver to our residents will recognise that as a landlord we are more than just bricks and mortar.

Skills Framework:

Proactive: Helping to prevent issues arising for residents, intervening early to offer support and let residents know about any other services they may benefit from, and how to access them. Sharing and acting on feedback from residents, to keep improving our services. Keeping accurate and clear records, so colleagues can access all the information needed.

Collaboration and communication: Working in a joined-up way with other teams, to act as one Council. If you can't help, you know someone who can. Speaking with colleagues and residents in a kind and helpful way, conveying information clearly, listening actively and resolving conflicts, being responsive and flexible. Building positive relationships with the local community, understanding diverse support and access needs.

Data, digital and systems: Using in relevant software and information systems including databases, property management software, and communication tools, is essential for efficient operations. Working with systems needed for the role, and an ability to record performance data in a clear and consistent way.

Equality, diversity and inclusion: Committed to, and will champion the council's ambition to make Camden a more equal, diverse and inclusive borough. An understanding of and respecting diverse cultural backgrounds, norms, and

practices. An understanding of how to effectively engage with residents and stakeholders from various communities and promote inclusivity among team members and residents.

Safety and wellbeing: Understanding that safeguarding and health and safety are everyone's responsibility. Taking an active role in protecting residents' health, well-being, and human rights; enabling them to live free from harm, abuse, and neglect. Working effectively with survivors and perpetrators of domestic abuse. Being trauma-informed and supporting psychological safety.

Line management: Ability to lead a team of officers in a relational way which empowers them to make decisions with residents at the heart, supporting continuous development of staff and managing performance effectively.

Right to Buy, Major Works and Service Charges: Knowledge of regulations and legislation applicable to social housing, and specifically the Commonhold and Leasehold Reform Act 2002, and Landlord and Tenant Act 1985. Understanding the legal and financial processes and issues associated with Major Works, Right to Buy, Service Charges and home ownership. Strong understanding of the way that income recovery functions within a leaseholder service.

Financial management and performance reporting: Working with complex financial information and analysing income data effectively in order to prioritise work, reduce risk and drive income collection. Working in a smooth and joined up way which promotes financial efficiency, ability to present complex financial information in an accessible way to support decision making.

Complaints handling: Answering complaints in a clear, consistent and empathetic way and using feedback to improve services.

Partnership working: Ability to liaise effectively with internal and external partners and agencies to drive good and timely outcomes for residents, including those experiencing multiple disadvantages.

Key relationships

The postholder will:

Work within the Leasehold Income Team.

Work environment

The postholder will work flexibly. In-person attendance will often be required.

People management responsibilities

The post holder will report to Leasehold Income Team Manager

This role has direct line management responsibilities for 6 Leasehold Income Officers.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, 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 and 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. And in line with our relational approach, face-to-face conversations with residents often result in a better customer experience, so staff who work directly with citizens are likely to be in more than they're not.

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