

## **Disputes Officer Job Profile**

**Job title: Disputes Officer**

**Grade: Level 4 Zone 1**

### **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:**

Supporting transparency and clear communication around Leasehold Service Charges, you'll be part of a team responsible for taking ownership of, investigating, and working to resolve both formal and informal Service Charge queries and disputes. You'll ensure disputes are resolved in a proactive and efficient way, working with other Camden teams to provide clear information and advice to residents who dispute or query their Service Charges, whilst meeting performance targets and supporting income collection as part of a relational and person-centred service.

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

- A relational approach to ownership and investigation of formal and informal disputes related to Service Charges and other ad hoc leasehold issues, including where necessary, taking enforcement action.
- Relationship management with leaseholders and across Council teams, which supports transparency and accountability in relation to Service Charge billing, providing clear information and advice to resolve queries and support payment of service charges
- Contribute to meeting Service Charge performance targets, and continuously developing to support continuous improvement of the team.
- Support compliance with legislation and policy related to Leasehold Service Charges.
- Where necessary, to support enforcement action by providing representation at Tribunals and Court hearings or gathering and providing evidence to support action.
- Provide support, advice, and performance and updates to the Service Charge Team Leader.

- Work closely with the Leasehold Income Team to support income collection.

## 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.

**Leasehold Service Charge Policy and Process:** Knowledge of regulations and legislation applicable to social housing, and specifically the Commonhold and Leasehold Reform Act 2002, and Landlord and Tenant Act 1985. Ability to work within and advise on the legal context, policy and processes surrounding Leasehold Service Charges, including in relation to calculation of estimates and actuals, billing, and the management of disputes.

**Case management:** Ability to manage and prioritise a varied caseload, to ensure work to investigate and resolve Service Charge disputes is progressed in a timely and efficient manner, maintaining a relational approach, and ensuring residents are kept informed. Working in a holistic way to ensure that the right interventions, support, and information are given at the right time, and that enforcement action is taken where necessary.

**Dispute resolution:** Confidence in managing difficult situations, de-escalating disputes, and having restorative conversations to resolve disputes early. Providing representation at Tribunals and in Court to settle Service Charge disputes or putting together information packs to support enforcement action where necessary.

**Finance:** Ability to work with complex financial information to investigate and resolve disputes in relation to Service Charges. Working in a smooth and joined up way which promotes financial efficiency.

**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 Service Charge Team.

### **Work environment**

The postholder will work flexibly, from a range of locations as meets the needs of the service. In-person attendance will often be required.

### **People management responsibilities**

The post holder will report to the Service Charge Team Leader.

## **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](http://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](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C**