**Job Capsule Supplementary Information: Leaseholder Officer**

**This supplementary information for *Leaseholder Officer* is for guidance and must be used in conjunction with the Job Capsule for**

**Job Family - Finance / Housing**

**Job Level 3 zone 1**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

* To be the first point of contact for leaseholders and to investigate and respond to complex queries regarding annual service charges and major works
* To maximise the council’s income through effective monitoring and management of approximately 1000 leasehold service charge accounts.

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

* To investigate and respond to leaseholders’ queries regarding service charges and their service charge accounts
* 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).
* To effectively manage approximately 1,000 service charge accounts from the point of issue through to collection including setting up and monitoring payment arrangements; arrears escalation; dispute resolution and County Court action.
* To be a point of contact for queries and advice, externally & internally, concerning leases, leasehold management and the liability of lessees and applicants to contribute to Council expenditure.

**People Management Responsibilities:**

* None

**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 a must.

**Work Environment:**

* This is mainly an office based role. Occasional visits and meetings may be required including representing the council at the county court and FTT 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

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

*(Refer to Camden Behaviour framework)*

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| --- |
|  **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)*

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| **Additional Behaviours** |
| Analysis and judgement | 2 |
| Confidence & resilience  | 1 |

**Structure Chart**

|  |  |  |  |  |  |  |  |  |
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|  |  |  |  | **Collections Team current structure** |  |  |  |  |
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|  |  |  |  |  | **Finance & Income** |   |  |  |  |
|  |  |  |  |  | **Manager - level 5, zone 1** |  |  |  |
|  |  |   |   |   |   |   |   |   |   |  |
|  |  |   |  |  |  |   |   |  |   |   |
| Leaseholder Manager - |  |  | Leaseholder Manager - |  |  | Major Works Collection Senior - |
| level 4, zone 1 |  |  | level 4, zone 1 |  |  | level 4, zone 1 |
|  |  |   |  |  |  |   |  |  |  |   |
|  |  |   |  |  |  |   |  |  |  |   |
| **Leaseholder Officer x 5 -** |  |  | **Leaseholder Officer x 5 -** |  |  | **Major Works Officer x 2 -** |
| **level 3, zone 1** |  |  | **level 3, zone 1** |  |  | **level 3, zone 1** |
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