**Job Capsule Supplementary Information: Assignment and Sales – Leaseholder Services Officer**

**This supplementary information for Assignment and Sales – Leaseholder Services Officer is for guidance and must be used in conjunction with the Job Capsule for Job Family Housing Management**

**Job Level: Level 3 Zone 1**

**Camden Way Category: 3**

**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:**

* 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.
* Investigate and respond to complex queries regarding annual service charges and major works.
* Set up new leases and create Service Charge accounts on Northgate for new sales
* Provide advice to leaseholders sub-letting their homes
* Registering sublets
* Registering Leasehold transfers and new Charges

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

* Ensuring Right to buy applications are processed within the statutory timescales set in legislation
* Preparing pre-assignment/re-mortgage packages within 15 working days of the request.
* Investigating and responding to tenants/leaseholder and solicitors enquiries within 10 working days
* Ability to manage your own work load
* Prioritising your workload between the varied tasks

**People Management Responsibilities:**

None

**Relationships;**

Work as part of a team with 3 other officers (Zone 3, Level 1), 1 Direct Line Manager (PO3)

Liaising with other teams in Leaseholder Services –Collections, Debtors, Consultation and Final Accounts

Working with Renewals, Housing Investigations, Rents, Repairs and Estate Officers, Regeneration teams

Camden Internal and External Solicitors

Leaseholders, Tenants and their Solicitors

External Surveyors

**Work Environment:**

This is mainly an office based role

**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 Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>

**Structure Chart – please insert or attach an up to date structure chart showing this role**

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| Head of leaseholder Services  |   | Assignment and Sales Manager |   | Assignment and Sales Principal  |   |   |
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