**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 1 Zone 3. 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:**

*(one or two sentences that describe what this job is about)*

* 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:**

*(Approx. six to eight key statements)*

* 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:**

*(Number of reports, nature of management responsibility)*

* None

**Relationships;**

*(Nature of relationships and partnerships e.g. internal, external, and level)*

* 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:**

*(Describe the work environment e.g. office based, outdoors etc.)*

* 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:**

**(***E.g. qualifications that are essential for the role and / or examples of the experience role holders would be expected to have in order to succeed in the role)*

* 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 by clicking [HERE](http://camden.gov.uk/ccm/content/jobs-and-career/file-storage/ways-of-working---values/)

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

**Structure Chart**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Leaseholder Manager - |  |  | Leaseholder Manager - |  |  | Major Works Collection Senior - |
| level 4, zone 1 |  |  | level 4, zone 1 |  |  | level 3, zone 2 |
|  |  |   |  |  |  |   |  |  |  |   |
|  |  |   |  |  |  |   |  |  |  |   |
| **Leaseholder Officer x 6 -** |  |  | **Leaseholder Officer x 4 -** |  |  | **Major Works Officer x 2 -** |
| **level 3, zone 1** |  |  | **level 3, zone 1** |  |  | **level 3, zone 1** |
|  |  |  |  |  |  |  |  |  |  |  |