

Job Profile 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 at Job 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.
- Processing Staircasing application from Shared ownership and Rent to mortgage leaseholders who wish to increase the share.
- 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.
- 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 workload.
- Prioritising your workload between the varied tasks.

People Management Responsibilities:

None

Relationships:

The key stakeholders will involve 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 External Surveyors

Work Environment:

This is mainly an office based role.

Technical Knowledge and Experience:

- Experience of working on a large residential leasehold portfolio and implementing legislation relevant to leasehold management and the Right to Buy.
- Experience of and ability to act on one's initiative to research information, and to co-ordinate and write reports, detailed correspondence at a high level
- Experience of and ability to collect, analyse and report on data and statistics.
- Detailed knowledge and experience of Microsoft Office software, in particular Word and Excel.
- Experience of and ability understand and deal with complex financial data, in particular those relating to service charge calculations
- Able to demonstrate strong attention to detail and analytical approach
- Ability to understand and interpret financial data
- Experience of and ability to make decisions affecting the work area.
- 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 individual
- Detailed knowledge and experience of Microsoft Office software, in particular Word and Excel

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](#)

Structure Chart

