

Job Capsule Supplementary Information: Consultation and Final Account Officer

This supplementary information for Consultation and Final Account Officer is for guidance and must be used in conjunction with the Job Capsule for Job Family: Housing Management 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:

- Ensuring the Council can maximise income from an increasing portfolio of 9000+ leaseholders, freeholders and right to buy applicants, by carrying out statutory consultation and accurate calculation of service charges.
- Apply any appropriate service charge reduction to these financial workings and accurately record the reasons. Answering all queries from leaseholders and meet with them if necessary to explain their calculations and liability to pay.

Example outcomes or objectives that this role will deliver:

1. To carry out statutory consultation under the terms of the Landlord & Tenant Act 1985 (as amended) as part of an innovative and customer-focussed service and in line with best practice in this area
2. To prepare financial workings for major works contracts to calculate the estimated service charge for leaseholders and right to buy applicants reconciling all costs to the tender sum
3. To investigate all observations received and to reply within the set timescales with high quality responses
4. To calculate leaseholders actual individual recharges for major works by reconciling the Quantity Surveyor's audited spend to the tender sum
5. To construct all workings and adjustments in line with legislation and the lease and reconcile them to the leaseholders' estimated invoice
6. To ensure accurate estimated and actual invoices are issued to leaseholders in a timely manner
7. To carry out statutory consultation under the terms of the Landlord & Tenant Act 1985 (as amended) as part of an innovative and customer-focussed service and in line with best practice in this area

People Management Responsibilities:

This role involves no management responsibility

Relationships;

Primary relationships are internal within Leaseholder Services, Housing Management and Finance. Occasional secondary relationships with external suppliers of information (consultancy firms or building contractors) or services may occur

Work Environment:

Office based – 5 Pancras Square

Technical Knowledge and Experience:

Qualifications:

Essential:

None

Desirable:

1. Part-qualified accountant or accounting technician or trainee solicitor with experience of working within local authority finance.
2. GCSE (A-C grades in English & Maths)

Knowledge:

Essential:

1. Good knowledge of the relevance of leases and legislation to the calculation of service charges, particularly with regard to major works.
2. Understanding of basic housing repairs and maintenance terminology.

Desirable:

1. Experience of working with a large portfolio of leasehold properties, and implementing legislation relevant to leasehold management.
2. An understanding of legislation that applies to leasehold management, including relevant sections within The Landlord and Tenant Act 1985, Commonhold and Leasehold Reform Act 2002

Skills and Behaviours:

Essential:

1. Experience of using a wide range of personal computing packages, especially Microsoft Excel
2. Good knowledge of basic accountancy principals and excellent numeracy skills
3. Able to demonstrate strong attention to detail and an analytical approach
4. Able to communicate effectively to a high standard, verbally and in writing
5. Ability to prioritise effectively and meet deadlines, particularly when faced with changing circumstances and targets
6. Understanding of the importance of operating within set procedures
7. Self-motivated, able to demonstrate energy and commitment, putting in the work necessary to meet deadlines and achieve results
8. Ability to represent the Council in formal arenas such as evening leaseholder meetings or the Leasehold Valuation Tribunal
9. Ability and willingness to work additional hours in peak periods. This may involve restricted flexi-time, evening and weekend work, and flexibility when booking annual leave

Desirable:

1. Experience of representing the Council in formal arenas such as Leasehold Valuation Tribunals/ First Tier Tribunal.
2. Skilled in Advanced Excel
3. Use of Northgate, Business Objects, Cedar, Rapid Housing finance systems

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

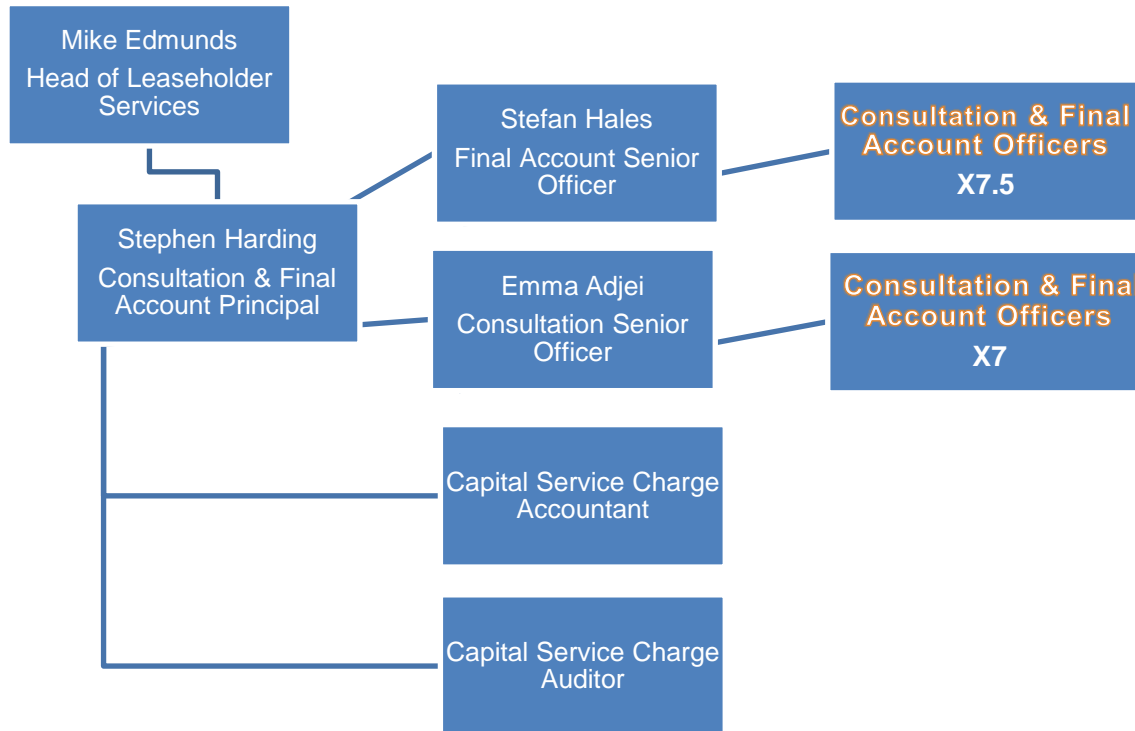
For All Staff (up to and including PO7)	
Core Behaviours	
Adaptability	2
Customer service	2
Drive improvement	1
Working together	2

Camden Additional Behaviours – identify one or two relevant additional behaviours with the appropriate level for this role:

Additional Behaviours	
Confidence and resilience	2
Analysis and judgement	2

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

Position in Organisation/Organisation Chart



The post holder can be placed in either of these two sides of the team (skills and training is transferable).

The post holder has no supervisory responsibilities.