

Job Profile Information: Leaseholder Officer

This supplementary information for *Leaseholder Officer* is for guidance for 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:

- 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 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.
- 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.

People Management Responsibilities:

N/A

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 meetings with leaseholders; site visits to buildings and estates; representing the council at the county court and FTT as required

Technical Knowledge and Experience:

- Excellent customer service skills
- Ability to communicate effectively, verbally, in person and in writing
- High level literacy and numeracy skills
- 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

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

Chart Structure

Collections Team Current Structure

