**Job Capsule Supplementary Information: Senior Officer Consultation and Final Account**

**This supplementary information for Senior Officer Consultation and Final Account is for guidance and must be used in conjunction with the Job Capsule for Housing Zone 4 Level 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:**

In order for the Council to recover income from a large portfolio of leaseholders, freeholders and right to buy applicants, statutory consultation must be carried out in line with legislation. And service charges due, must be accurate.

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

* You will check financial workings from total building/ contract costs down to individual contributions, ensuring that all figures reconcile, and relevant legislation has been adhered to
* You will investigate and respond to all enquiries within the set timescales, whether statutory or policy, and to a high standard.
* You will be responsible for managing a busy team with conflicting priorities. You will be expected to seek principal assistance with your workload when required.
* You will be responsible for ensuring that the Council’s revenue recovery is protected on all of your team’s contracts.
* You will be responsible for checking that consultations are closed down in a timely manner and all observations have been given due regard and will be able to prepare notices for all section 20 schedules
* You will be responsible for ensuring that charges invoiced to leaseholders have been accurately checked and any costs that are not recoverable have been identified.
* You will be responsible for checking that section 20B notices have accurate incurred to date costs, and that they are served in time to protect revenue recovery.
* Present evidence at the first tier tribunal and have a good understanding of the legal process

**People Management Responsibilities:**

You will manage 7 full time, Consultation and Final Account Officers

You will manage, lead and coach these permanent members of staff and recruit and manage additional staff when required.

You will ensure that the Council's absence and performance policies are adhered to.

You will prepare training sessions and presentations for the team when required

**Relationships;**

Internally you will work closely with Programme Managers, Contract Managers, Surveyors, and Clerk of Works in the Repairs and Improvements Department

Internally you will work closely with Collections, Debtors and RTB in the Leaseholder Services Department

Internally you will liaise with the Complaints and Member Support Departments

You will provide good customer service to leaseholders, freeholders and right to buy applicants

Externally you will work closely with Contractors and Consultants

**Work Environment:**

The team work at 5 Pancras Square in Kings Cross. This is an open plan office and all staff working in this building are agile workers as there are no allocated desks.

There will be 14.5 permanent Consultation and Final Account Officers working within the wider team. This team manages a very challenging workload.

Regularly attend evening consultation meetings for leaseholders

**Technical Knowledge and Experience:**

You will have line manager or team leader experience

You will currently be working in, or have experience working in a housing department within a local authority or housing association.

You will have knowledge of, and experience of leases and lease terms, applying Landlord and Tenant legislation and case law to leasehold

The day to day work requires attention to detail, able to prioritise a busy workload, good numeracy skills, and advanced knowledge of Microsoft Excel.

Good knowledge of basic accountancy principals and an analytical approach.

Ability to self motivate to meet deadlines, particularly when faced with changing circumstances and targets. Required to represent the Council in formal arenas, including public meetings, Tribunals and Courts.

Experience of customer service

**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](https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1)

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

**Principal**

Permanent

L5Z1

**Senior Officer**

**Senior Officer**

**Accountant**

Permanent

Permanent

Permanent

L4Z1

L4Z1

L4Z1

**C&F Officer**

**C&F Officer**

**C&F Officer**

**C&F Officer**

**C&F Officer**

**C&**

**F Officer**

**Auditor**

Permanent

Permanent

Permanent

Permanent

Permanent

Permanent

Permanent

**L3Z1**

**L3Z1**

L3Z1

L3Z1

L3Z1

L3Z1

L3Z2

**C&**

**F Officer**

**C&F Officer**

**C&F Officer**

**C&F Officer**

**C&F Officer**

**C&F Officer**

Permanent

Permanent

Permanent

Permanent

Permanent

Permanent

L3Z1

L3Z1

L3Z1

L3Z1

L3Z1

L3Z1

**C&F Officer**

**C&F Officer**

**C&F Officer**

Permanent

Permanent

Permanent PT

**L3Z1**

**L3Z1**

**L3Z1**