**Job Description**

Job Title: Leasehold & Service Charge Manager

Pay Grade: W5

Directorate: Communities

Team: Housing

Reporting to: Housing Service Improvement Manager

Budgetary Responsibilities:

* Staff – Circa – N/A
* Other Direct – N/A
* Other Indirect – N/A

Total – N/A

Job Purpose:

To lead on the calculation and administration of tenant and leaseholder service charges, major works, shared ownership properties and other leasehold services.

To use expert leasehold knowledge to successfully lead on billing major works charges, including the accurate and timely service of Section 20B notices and the professional and proficient execution of statutory Section 20 consultation.

To continually review the level of service provided to maximise income; to uphold high levels of accuracy in financial practices; to deliver agreed performance and service standard targets; and to provide the most cost-effective service.

To be responsible for preparing and implementing local policies and procedures in in respect of service charges and major works (billing and leaseholder consultation).

To support the financial management in respect of tenant and leaseholder service charges (capital and revenue), including undertaking budget monitoring and procedural controls for finance functions pertaining to service charges; shared ownership; major works; and Right to Buy.

Apply proven experience in rent and service charge management ensuring value for money for tenants and leaseholders whilst maximising rent and service charge recovery for the Housing Revenue Account (HRA).

Main Tasks:

1. To be responsible for the accurate and timely calculation and issuing of service charges, maintaining clear records, and providing support to tenants and leaseholders on related matters.
2. Lead on annual rent setting and service charge budget process including undertaking periodic budget monitoring, reforecasting and variance management across all tenant and leasehold service charges, and liaising with the Housing Service Improvement Manager and Head of Housing Services & Transformation to ensure the actual budget is within acceptable margins.
3. To examine, develop and implement strategies to improve the accuracy of billing, maximise service charge and major works income, and improve the overall performance of the service and income for the HRA.
4. To develop and maintain up-to-date policies and procedures for service charge and leasehold management, which comply with the Commonhold & Leasehold Reform Act 2002 and other relevant legislation and undertake service reviews to ensure continuous improvement and high quality, up-to-date service provision.
5. To ensure that all service charge/major works payers receive accurate and timely statutory notices in accordance with Section 20 of the Landlord and Tenant Act 1985 and any subsequent amendments.
6. To liaise with tenants and leaseholders to explain, advise and consult on service charge and leasehold issues, including investigating and responding to complaints.
7. To work collaboratively with Heads of Service, Managers, Team Leaders and Housing Services colleagues to enhance service standards.
8. To carry out regular IT system and procedural reviews implementing and/or recommending changes to improve performance, and thereafter, updating good practice manuals/user guides as appropriate.
9. Ensure that Tenant Service Charge and Leasehold Services operate in line with up-to-date legislation, keeping abreast of legislative changes and updating policies and procedures as appropriate.
10. To prepare reports and provide specialist statutory Section 20, Section 20B and major works billing advice on a range of matters to facilitate the decision-making process relating to all aspects of the role.
11. To provide expert and specialist advice on all service charges and leasehold matter including but not limited to; contractual/lease matters, statutory requirements, Solicitor pre-sale enquiries, training and presentations to a variety of audiences and providing accurate and timely details of costs, supporting information and final accounts, ensuring that the breakdowns of costs are sufficiently detailed, well presented, and easily accessible to customers
12. To effectively manage major works accounts ensuring that new accounts are properly set up, and carefully administered.
13. To ensure that any necessary write-offs are implemented in line with the Council’s policies and procedures.
14. To prepare and coordinate responses to cases that are the subject of Section 20 and/or major works enquiries, particularly where they are the subject of complaint, councillors’/Member enquiry, or at risk of escalating to legal.
15. To ensure that supporting documents for First Tier Tribunal cases are properly prepared and represent the Council when necessary at Court/First Tier Tribunals/Conferences, and hearings.
16. To liaise with Members, Officers, Government Departments and Professional Bodies to ensure that the Councils interests are protected at all times, including the provision of grants or other financial developments, and to maintain in-depth knowledge and awareness of professional and legislative developments in all areas relating to this post.
17. To be responsible for validating all income and expenditure data used for major works billing, making recommendations where appropriate and applying best practice for financial control, including, conducting regular service reviews for compliance with current financial regulations and leasehold legislation.
18. To manage special projects, as and when required, relating to all the functions within the Service.
19. To attend work at times required by the needs of the service which may include working evenings and/or weekends.
20. Actively engage with residents and community groups and support elected members to address local issues in line with service priorities.
21. Liaise when appropriate with legal professionals, statutory bodies and senior colleagues to ensure full compliance with the relevant statutory framework.

Other Responsibilities:

* To undertake other duties which may arise or as may be delegated from time to time, commensurate with the skills required for this post.

**Person Specification**

**Key:**

E = Essential, D = Desirable,   
A = Application Form, I = Interview, P = Presentation

Please list as required.

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Standard** | **E/D** | **Measure** |
| **Education & training** | * Evidence of continuous professional development * A housing degree/qualification or relevant experience of working in leasehold/property management within the public or private sector * Member of the Chartered Institute of Housing or other relevant professional body (or willingness to work towards this) | E  E  E | A/I  A  A  A |
| **Experience** | * Extensive knowledge and experience in working within a local government housing service or Registered Provider (i.e. housing association) in a similar role. * Strong understanding of local government operations, policies, and regulations in the United Kingdom, particularly in relation to Housing. * Experience of managing the billing of major works and/or service charges as well as leading on the provision of statutory Section 20 consultation and service of Section 20B notices. * Knowledge and experience of Service Charges and Major Works invoicing and statutory consultation requirements. * Knowledge of the legislative context and policy framework surrounding Leasehold Services and Right to Buy * Experience of developing and implementing policies and procedures * Exceptional communication and interpersonal skills, with the ability to engage and collaborate effectively with a diverse range of stakeholders. * Demonstrable experience in delivering customer-focused services and initiatives. * Experience in preparing management, committee and/or technical reports. * Knowledge of current trends and best practice in social housing. * Understanding of social housing regulation. | E  E  E  E  E  E  D  E  E  E  E  E  E | A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I |
| **Special Requirements** | * Excellent oral and written communication skills, with an ability to present complex statutory leasehold, financial and statistical information clearly to leasehold and non-leasehold audiences * Excellent organisational skills with the ability to manage and prioritise workloads in an efficient, effective manner. * Excellent analytical skills to be able to review, interpret and present specialist leasehold, financial and statistical data * Ability to problem solve developing creative and innovative solutions to ensure the service is continually improved * Committed to high quality service to meet the needs of the community and maximise income for the Council. * Attendance at occasional evening meetings * Excellent IT skills, proficient in Microsoft packages. | E  E  E  E  E  E  E  E | A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I |

**Candidate Screening**

|  |  |
| --- | --- |
| **Does Rehabilitation of Offenders Act 1974 apply?** | No |
| **Disclosure and Barring Service check required?** | Yes |
| **If yes, what level?** | Basic |
| **Is this a Politically Restricted Post?** | Yes |
| **Does this role have emergency responsibilities?** | No |

**Role Map**

|  |  |
| --- | --- |
| **Behaviour** | **Level Required** *(1-4)* |
| Shaping our Future | **2** |
| Leading our People | **1** |
| Delivering for our Customers | **3** |
| Making Change Happen | **3** |
| Team and Partnership Working | **2** |
| Communicating Openly | **2** |
| Performance Management | **1** |

Please refer to the Council’s Behavioural Framework for examples and indicators of the expected behaviour required at each level (this will be attached as a document to each job advert).