

JOB PROFILE	
Directorate:	Housing and Wellbeing
Service Area:	Landlord Services
Job Title:	Leasehold Officer
Grade:	E
Post Number:	Q011
Base/Location:	Charnwood Borough Council Offices
Responsible To:	Rent Accounting & Leasehold Team Leader
Responsible For:	None
Key Relationships/ Liaison with:	Customers of CBC Contractors and Consultants MP and Councillors Suppliers Council Officers Leaseholders

Job Purpose
<ul style="list-style-type: none"> • Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

Main Duties and Responsibilities	
1.	The post holder ensures that the annual Estimated Service Charges and Certified Summaries on Council Flats and Shops which have been sold under right to buy legislation have been completed in accordance with legislative deadlines.
2.	To provide first point of contact for all of CBC's leaseholders.
3.	To meet with leaseholders face to face to assist with more complex queries relating to their lease.
4.	Advise and assist on all aspects of Leaseholders rights and obligations, conditions of their Lease, to Directors, Managers, Team Leaders, colleagues, Councillors & Solicitors. This also includes procurement of new tenders such as capital works, open spaces and door entry system re-tendering.
5.	To deal with deferred payments scheme in relation to cases of financial hardship.
6.	Contribute to and assist with the marketing and promotion of leasehold activities, including producing and distribution of the Leaseholders survey.
7.	Prepare five year estimate of service charges for all flats where Right to Buy applications have been received.

8.	Calculate monthly, quarterly and annual financial benchmarks
9.	Liaise with the Repairs, Investment and Regeneration in respect of cyclical and routine Maintenance and major works.
10.	Maintain awareness and knowledge on leasehold management statute, including section 20 consultation and contribute to the development of the CBC policies and procedures. Determine what section 20 consultation procedure is required as there are four different types of consultation. Once it has been decided on which Section 20 Consultation procedure to use the role takes full responsibility of the consultation procedure, challenge officers when procedures are not being adhere to and when they are not carrying out the consultation when they should, giving them further training to try and avoid this happening again.
11.	Advise internal and external contacts on the terms of any leases issued by the Council.
12.	Establish, develop and maintain effective working relationships with all work colleagues, contractors and partnering agencies to ensure an integrated contribution to CBC's corporate objectives.
13.	Work with the housing management team to provide a holistic joined up approach for leaseholders.
14.	To be responsible for the Leaseholders Forum and to encourage consultation with leaseholders over decisions affecting them.
15.	Liaise effectively with all internal and external customers and CBC's appointed agents in addition to statutory and voluntary agencies.
16.	Extraction of relevant expenditure and income relating to leaseholders, using various systems to compiles the Estimates and Certified summaries.
17.	Assist with preparation of the Leasehold budgets and carry out all the reconciliation of each individual budget. The role also recommends the Admin and Management Fee for Cabinet approval and the Estimated budget forecasts for the coming year.
18.	Ensure all Leasehold properties are compliant with the relevant Fire Risk assessment. This will involve issuing instructions for work to be carried out by Leaseholders, using discretion to carry out rechargeable work on behalf of Leaseholders, and to ascertain estimated charges for work to communal areas, plus any other tasks reasonably associated with fire safety compliance.
19.	Update all systems or colleagues to ensure that Charnwood Borough Council has the correct contact information on every individual leaseholder.
20.	Ensure the relevant colleagues provide information relating to recharging for capital works, chasing and escalating as necessary.
21.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
The nature of the work may involve the jobholder carrying out work outside of normal working hours.	

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

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	Essential	Desirable
<p><u>Qualifications</u></p> <p>At least 5 GCSE's at grade C and above or equivalent. Full AAT or equivalent.</p> <p>Formal Administration qualifications.</p> <p>Or</p> <p>Demonstrable experience identified within the section below.</p>	<p>✓</p> <p>✓</p>	
<p><u>Experience</u></p> <p>Previous leasehold management experience.</p>		<p>✓</p>
<p><u>Skills / Knowledge</u></p> <p>Knowledge of housing legislation and leasehold management statute.</p> <p>Basic knowledge of repairs and maintenance including planned maintenance and sinking funds.</p> <p>Experience and understanding of rents and service charges.</p> <p>Proven experience of working and negotiating with Tenants / leaseholders.</p> <p>Ability to plan and prioritise effectively in order to achieve targets and meet deadlines.</p> <p>Ability to work on own initiative, to tight deadlines in an organised planned manner.</p> <p>Able to maintain confidentiality.</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>

	Essential	Desirable
<p><u>Interpersonal Skills</u></p> <p>Ability to facilitate face to face and group meetings to reach effective and agreeable outcomes.</p>	✓	
<p><u>Other requirements</u></p> <p>An understand of, and commitment to equal opportunities, and the ability to apply this to all situations.</p> <p>Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.</p> <p>To be able on occasion to work outside normal office hours.</p> <p>To be able to travel throughout the Borough (may be using own vehicle).</p> <p>Understanding key GDPR principles.</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	

Prepared by: Rent accounting & Leasehold Team leader

Date: 02nd June 2025