

Lancaster City Council - Job Description & Person Specification

Job Title:	Charges and Leasehold Officer	Grade:	7	Job Code:	LCC162
Service/Team:	Housing & Property	Role Type: *Delete as appropriate	Hybrid	Reports to:	Income and Administration Manager
Line Manages: *Title/s & LCC Code	N/A				

Job Overview
Responsible for leasehold management within the service in respect to the maintenance of service charges, development of best practice, and general engagement with leaseholders, and the effective management of charges and sundry debts relating to council tenancies and leaseholders.
Direct Responsibilities
<ul style="list-style-type: none"> • Leasehold management: <ul style="list-style-type: none"> ○ Ensure that leaseholder service charges are calculated and collected in line with legislation, regulation, and internal procedure ○ Act as the point of contact within the service for all leasehold matters ○ Lead on engagement with leaseholders ○ Develop leasehold knowledge and recommend improvements to leasehold management in line with best practice • Rechargeable repairs and other sundry debts: <ul style="list-style-type: none"> ○ Collation and reconciliation of sundry debt information ○ Invoicing of sundry debts ○ Liaison with Legal Services around all matters relating to sundry debts
Primary Measurable Objectives
<ul style="list-style-type: none"> • Calculate, invoicing and distribution of service charges and annual statements; liaising closely with the repairs and maintenance department and other council housing teams, and administering the service charge process in line with legislation and good practice • Actively engage in leaseholder groups and benchmarking organisations across the housing sector; acting as the leaseholder 'expert' for the service and recommending development and improvements as appropriate • Provide service charge estimates and other general information in response to Right to Buy enquiries • Deal with all enquiries relating to leasehold matters • Maintenance and distribution of the Leaseholder Handbook • Issue confirmations and notices of ordered and proposed works • Liaise with the planned maintenance team and provide annual notice of forthcoming works to leaseholders

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- Collate rechargeable repair, septic tank, and other sundry debt information, and invoice debtors as appropriate; escalating any debt through the debt collection process, and liaising with Legal Services about appropriate legal action as required
- Maintain write off schedules, providing these quarterly to the Service Support Manager for submission for authorisation
- Monitor and report on sundry debt levels, highlighting cases for particular action or attention, and reporting relevant information to the Service Support Manager

Staff Management Responsibilities

- None

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Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training	Knowledge of leasehold management and relevant legislation, particularly Section 125 of the Housing Act 1985 and the Commonhold and Leasehold Reform Act 2002	Understanding of the social housing sector 2 passes at A-level or equivalent combination of A/AS levels and/or relevant finance qualification (BTEC National Diploma in accounting/AAT or similar)	App Form, Interview.
Experience	Two years' experience in financial administration	Experience of maintaining service charges	App Form, Interview
Job Related Skills, Knowledge & Abilities	Excellent record keeping Ability to analyse and interpret procedure, legislation, and good practice, and make recommendations based on this.	Ability to understand and resolve finance related issues Knowledge of financial accounting	App Form, Interview
Personal Attributes Including Interpersonal & Communication Skills	Good communication skills, both oral and in writing, with both internal departments and customers		App Form, Interview
Special Requirements/Other			App Form, Interview

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Additional information

Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

Employee Signature:		Print name:		Date:	
Manager Signature:		Print name:		Date:	