

## L&Q Group

Role title	Section 20 Specialist	Date	Sept 2021
Reports to Title	Section 20 Team Leader	Version	1

DBS Disclosure Required:	Yes		No		Standard		Enhanced		Enhanced +	
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<b>Purpose:</b>	
<ul style="list-style-type: none"> <li>To ensure that all Statutory Consultation and billing procedures are adhered to in order to maximise recovery of income for major works costs and long-term service agreements.</li> </ul>	
<b>Key Responsibilities / Deliverables:</b> <i>What major activity or function does this role undertake (7±2)</i>	
<ol style="list-style-type: none"> <li>To reconcile and provide to residents all final costs in respect of major works in line with statutory deadlines</li> <li>To lead on the Section 20 statutory consultation process across the L&amp;Q group as directed by the S20 Co-ordinator</li> <li>To provide advice, guidance and support to all business units who require Section 20 consultation to be undertaken.</li> <li>To assist relevant teams in resolving all major works related queries within agreed service level targets</li> </ol>	
<b>Main Accountabilities<sup>1</sup>:</b> <i>what does the role demand from the individual in order to be successful; consider the end results and what is needed to get there succinct summary of critical goals and key successes; consider the type of key decisions that the role needs to make and how they are made</i>	<b>Time(%)</b> <sup>2</sup>
<b>Leadership, Management and customer service</b> <ul style="list-style-type: none"> <li>Owns the management and resolution of resident and internal queries and issues within the defined service level targets.</li> <li>Provide clear and concise information to residents on relevant legislative matters with regards to statutory consultation and income recovery as set out in section 18-30 of the LTA, 1985 and CLARA, 2002.</li> </ul>	15%
<b>Strategy and achieving objectives<sup>3</sup></b> <ul style="list-style-type: none"> <li>Support the department to meet and maintain the declared KPI targets.</li> <li>Process Section 20 consultation notices on receipt of request from relevant internal department.</li> <li>Reconcile final accounts for the designated technical service areas within the statutory deadline of 18 months.</li> <li>Regular liaison with the Landlords Enquiry sub-team within Homeownership Department on major works forecasting for inclusion within LPE1 documentation.</li> </ul>	32%
<b>Working with others – internal</b> <ul style="list-style-type: none"> <li>Work collaboratively with other L&amp;Q teams, including the Homeownership Team, Technical Services (Programme Management, Procurement, M&amp;E, Estate Services); Service Charges, Finance and Revenue.</li> <li>Work effectively and collaboratively within a team environment to ensure team objectives are met.</li> <li>Provide subject matter expertise to advise relevant stakeholders on the process.</li> <li>Assist with training to all relevant staff on Section 20 Legislation, and how to use this effectively to mitigate losses to L&amp;Q through non compliance</li> </ul>	15%
<b>Working with others – external</b> <ul style="list-style-type: none"> <li>Build and maintain good relationships with customers, consultants, contractors and solicitors.</li> <li>Work with external consultants to coordinate large scale consultation projects</li> </ul>	15%
<b>Budgetary responsibility<sup>4</sup></b> <ul style="list-style-type: none"> <li>None</li> </ul>	1%

<sup>1</sup> Using the pre-defined themes – keep headings – 1 or 2 sentences in each reflecting the most important aspect(s)

<sup>2</sup> Needs to add up to 100% as a guide based on 225 available working days pa: 0.5 day per month = 3%, 1 day= 5%, 2= 11%, 3= 16%, 4= 21%, 5= 27%

<sup>3</sup> Refer to any generic personal objectives if role carried out by more than one person, include any aspirational targets

<sup>4</sup> Does role have any spend authorisation limits?

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<b>Compliance<sup>5</sup></b> <ul style="list-style-type: none"> <li>Must ensure legal requirements are met to avoid subsequent problems/liabilities/costs</li> <li>Consultation procedures meet statutory requirements</li> <li>Billing of major works costs completed within statutory requirements</li> </ul>	5%	
<b>Records and Systems<sup>6</sup></b> <ul style="list-style-type: none"> <li>Update Section 20 tracker list and major works costs list for financial reconciliations</li> <li>Ensure all activities relating to resident queries are accurately recorded on D365 system</li> </ul>	15%	
<b>Operational Risk<sup>7</sup></b> <ul style="list-style-type: none"> <li>Liaison with s20 Co-ordinator on any non-recoverable cases</li> <li>Escalate any potential threat to the operations of the department to the s20 Co-ordinator</li> </ul>	2%	
<b>Financial Responsibility:</b> Enter below any revenue, operating or capital budgets for which the role is accountable (individually or as part of a team). Can include the market value of the work being directly undertaken by the role.		
Responsible for ensuring that the statutory consultation process is conducted correctly in order that monies in respect of major works and service charges can be collected.		
<b>People Responsibility:</b> The number (average or range) of employees that the role has supervisory / management responsibility for.		
	Direct Reports	Indirect Reports
Total Employees	0	0
Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities that means having work management responsibility over people (internal/external).		
<ul style="list-style-type: none"> <li>NONE</li> </ul>		
<b>Technical Knowledge/Skills<sup>8</sup>:</b> Those required to successfully perform the job role (max 12); including a requirement for academic, vocational or professional qualifications		
<ul style="list-style-type: none"> <li>Strong understanding of legislation relating to service charges / leasehold management</li> </ul>	<ul style="list-style-type: none"> <li>Good level of numeracy / accuracy</li> </ul>	
<ul style="list-style-type: none"> <li>Clear, concise and professional communication, both oral and written</li> </ul>	<ul style="list-style-type: none"> <li>Ability to build relationships with various stakeholders</li> </ul>	
<ul style="list-style-type: none"> <li>Completes work with a high level of attention to detail</li> </ul>	<ul style="list-style-type: none"> <li>Ability to be organised and self-motivated in order to achieve set deadlines &amp; targets.</li> </ul>	
<ul style="list-style-type: none"> <li>To be able to work proactively, displaying initiative and confidence with a logical, systematic and methodical approach</li> </ul>	<ul style="list-style-type: none"> <li>Communication and interpersonal skills that enables the appropriate communication (verbal and non-verbal) to colleagues and management</li> </ul>	
<ul style="list-style-type: none"> <li>Problem solving skills</li> </ul>	<ul style="list-style-type: none"> <li>IT literate and able to quickly acquire knowledge of web-based applications</li> </ul>	
<ul style="list-style-type: none"> <li>Relevant Housing/Property Management qualification desirable</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge/experience of FTT applications for               <ul style="list-style-type: none"> <li>Dispensation applications</li> <li>Dispute of Service Charges</li> </ul> </li> </ul>	
<b>L&amp;Q Values:</b> Our guiding principles that describe how we deliver our mission and vision through our behaviours and actions.		
<b>People :</b> We care about the happiness and wellbeing of our customers and employees		
<b>Passion:</b> We approach everything with energy, drive, determination and enthusiasm		
<b>Inclusion:</b> We draw strength from our differences and work collaboratively		
<b>Responsibility:</b> We own problems and deliver effective, lasting solutions		
<b>Impact:</b> We measure what we do by the difference we make		
<b>Standard responsibilities expected of each employee:</b>		
<ul style="list-style-type: none"> <li>Commit to supporting London &amp; Quadrant's environmental policy and social mission</li> </ul>		

<sup>5</sup> Is role responsible for the ownership or support in the definition or checking / auditing of adherence to a company policy? Does role carry any specific legal, statutory or specific regulatory requirement?

<sup>6</sup> Is role accountable for the accuracy, currency, validity, coverage of specific data or documentation?

<sup>7</sup> Is role responsible for resolving risk, for identifying and qualifying a risk, or for alerting of a potential risk?

<sup>8</sup> Leave out Essential / Desirable

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- Comply with all London & Quadrant's Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks
- To promote London & Quadrant's core values and ethos, modelling the associated desired behaviours
- To foster constructive and collaborative working relationships with colleagues inside and out of the department.
- To participate in any continuous improvement of service delivery
- To respect the need for confidentiality when processing personal/customer in line with the General Data Protection Regulations
- Other such duties as may be required from time to time.
- PEOPLE MANAGERS ONLY: carry out expected line management of staff (absence, probation, disciplinary, grievance, capability, performance objective setting, appraisal review, recruitment) in line with L&Q policy and procedures.