

**Job Description**

**Senior Leasehold Services Officer**

**My job improves the quality of life for the people of Bournemouth, Christchurch & Poole Council by…**

Helping to provide the opportunity for Council tenants to purchase their homes and therefore providing safe, secure and sustainable homes, enabling opportunities for people to live well.

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**Job Overview**

To manage, support and develop a team focused on the delivery of the leasehold, shared ownership and the Right to Buy service for BCP Homes. To ensure the leasehold service is delivered in line with current leasehold legislation and best practice. To achieve innovative, cost effective and focussed service delivery that meets customer expectations, aspirations and diverse needs.

**Key responsibilities**

* Manage and co-ordinate the work of Leasehold Service Officers, Service Charges Officer, Property Support Administrator, Income Administration Assistant and others involved in the delivery of the leasehold and Right to Buy service within BCP Homes.
* Lead, plan, define and develop a comprehensive, accurate and timely service for leasehold, shared ownership and Right to Buy.
* To define and determine the direction of the leasehold management service and correctly interpret leasehold legislation and leases.
* Responsible and accountable for the leasehold function and for ensuring it is delivered in line with current leasehold legislation and best practice.
* Plan, achieve and maintain service delivery which complies with the Council’s performance indicators on leasehold management and right to buy and advise on the application of these across the Service Unit.
* Develop leasehold management procedures 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.
* Have direct responsibility for managing and controlling leasehold income and expenditure through financial control, accurate financial system reconciliations and the correct interpretation of legislation and legal documentation, with value for money being a key driver.
* Liaise with Housing staff at all levels regarding service delivery, customer care, correct application of leasehold procedures, service updates and training on leasehold issues.
* Liaise with Council staff in other Service Unit’s, mainly at a senior level regarding income recovery, court action, disposal of council assets through property sales, lease determinations, forfeiture action and financial reconciliations.
* Liaise with leaseholders to explain, advise and consult on service delivery and leasehold initiatives
* Liaise with other housing providers such as Councils and housing associations to exchange best practice and compare performance and service delivery.
* Represent the Council in court proceedings or at First Tier Tribunal to ensure the Council’s financial and legal position relating to leasehold services and service charges is protected.
* Investigate, respond to and resolve positively, in accordance with BCP Homes procedures, any first stage complaints relating to the service, pre-empting to avoid formal complaints where possible

**Specific Qualifications and Experience**

* Expert knowledge of leasehold property management and leasehold legislation, particularly the Commonhold & Leasehold Reform Act 2002.
* Degree in a relevant subject or be able to demonstrate equivalent knowledge, skills, and proven experience in income management.
* A relevant professional qualification (or equivalent experience) in housing and evidence of continuous professional development that demonstrates understanding of best practice.
* A relevant qualification (or equivalent experience) in managing a team, including performance management.
* Authoritative knowledge of the work practices, processes, procedures, and policies relating to leasehold management, shared ownership and the Right to Buy process including the legal and regulatory requirements and the risks of non-compliance.
* Knowledge of all relevant legislation, statutory guidance, national codes, and standards.
* Experience of analysing data and interpretating feedback from leaseholders to identify and implement process improvements and inform service design.
* Experience of working with external partners to recommend and develop improvements to the efficiency and continuity of the service.
* Experience of managing a complex caseload which may include support for the team, complaints and resolving significant operational issues with internal and external stakeholders.
* Experience of handling and investigating formal complaints and responding to escalated customer issues.
* Excellent knowledge and practical application of the Section 20 consultation process.
* High degree of numeracy and proven ability to produce end of year financial statements and financial reconciliations.
* Advanced Excel skills.
* Excellent written skills with proven ability in developing working procedures and composing clear written explanations.

## Personal Qualities & Attributes

* Able to build and maintain positive working relationships with customers, colleagues and external agencies.
* Ability to provide advice and guidance to colleagues based on professional knowledge and experience.
* Excellent verbal and written communication skills.
* Ability to understand and explain complex legislation clearly and communicate matters relating to leasehold legislation to a varied audience.
* Commitment to providing high levels of customer care.
* Keen to acquire new skills and knowledge.
* Able to manage a large complex workload and remain calm under pressure.
* Ability to exercise judgment, sensitivity and discretion to develop and manage stakeholder relationships and assigned cases.
* Ability to negotiate, influence, resolve conflict and deal with contentious issues appropriately and effectively to achieve required outcomes.
* Ability to analyse and interpret data and use this to plan and deliver required outcomes and improvements.

**Job requirements**

* Must have an appropriate DBS check.
* Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.
* Some work outside of normal working hours may be required.