

North Northants Council – Job Description

LEASEHOLD HOUSING OFFICER

Service Area:	Housing and Neighbourhood Services – Landlord Services
Reports To:	Income Team Manager
Responsible For:	N/A
Scale:	4/5

Overall Job Purpose:

Responsible to the Income Team Manager for the council's leasehold Management Services. The post holder will provide a first class front line service to leaseholders and flat dwellers by following processes and procedures designed to manage inform and assist residents living in leasehold properties.

Main Duties and Responsibilities:

(This list contains the main duties and responsibilities of the post holder but it is not an exhaustive list)

Service Charges – the post holder will be expected to

1. Analysis and calculate leaseholder service charges for repairs and maintenance re-charges, advance notification to leaseholders of Annual charges and compliance with relevant Leaseholder legislation.
2. Raise invoices onto the Housing Management accounting system.
3. Explain in detail service charges incurred.

Income Collection – the post holder will be expected to

4. Use the Housing Management account system for enquiries and maintaining information on accounts.
5. Monitor accounts in arrears and recover debt.
6. Instigate recovery action for non payment taking appropriate action in accordance with procedures and guidance.
7. Prepare court papers for approval and attend County Court to present cases

8. Develop access, keep and maintain accurate case records, both manual and computerised, providing case monitoring information as required.
9. Take telephone payments and issue payment cards.

Administration Enquiries and Complaints – the post holder will be expected to

10. Respond in writing and verbally to general enquiries from leaseholders, complaints, councillor and MP enquiries.
11. Scan file notes, records and correspondence relating to leaseholders.
12. Produce correspondence and statistics using MS Word, Excel and maintain a working knowledge of computer software appropriate to the duties and responsibilities of the role

General leasehold management – the post holder will be expected to

13. Maintain an accurate leaseholder file system.
14. Provide support and advice to residents in relation to issues concerning their lease.
15. Enforce lease conditions (eg neighbourhood nuisance) in line with procedures, to aid the sustainability of the community and improve individual's quality of life.
16. Liaise with tenants and residents groups and take an active role in promoting and assisting leaseholder associations.
17. Liaise with other departments, landlords and external agencies.

Quality checks and inspections – the post holder will be expected to

18. Undertake quality assurance checks to stairwells, communal parts, laundry drying areas stores and gardens.
19. Report property defects to communal areas and grounds.
20. Investigate instances of fly tipping in communal areas and arrange for removal of rubbish and recharging when appropriate.

Right to Buy – the post holder will be expected to

21. Undertake RTB tenancy checks for leasehold properties.
22. Respond to Solicitor enquiries regarding sale of existing leases
23. Issue a leaseholders handbook on completion of each sale

Stairwell Caretaking/ Cleaning Contracts – the post holder will be expected to

24. Undertake Meter Readings for communal lighting systems.
25. Maintain a stock of Door Entry keys, Meter cupboard keys, & Communal Shed areas & Laundry Area keys.

26. Post inspect following stairwell caretaking service.

27. Undertake satisfaction surveys.

Performance Management – the post holder will be expected to

28. Complete daily weekly and monthly performance statistics.

Other – the post holder is expected to

29. Maintain a professional housing knowledge of current legislation and best practice.

30. Participate in office cover rota duties

31. Participate in all relevant training and development opportunities.

32. Attend and participate in team meetings, working groups or other meetings concerning the leasehold function.

33. Comply with NNC's standing orders and Financial Regulations

34. Ensure that the Health and Safety of themselves and all others affected by their work is a priority and H7S procedures and policies are strictly followed and adhered to.

NOTES

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which the post holder will be required to work. The post holder must be flexible to ensure the operational needs of the department are met. This includes undertaking duties of a similar nature and deemed broadly consistent with the job description and level of the post. Post holders should note it is the practice of the authority to periodically examine job descriptions, update them and ensure they relate to the job performed which may result in proposed changes being made.

Additional Information / Local Agreements attached to this post

The post holder may need to work outside normal office hours and be willing to attend evening meetings as and when required

The post holder must be willing to travel

The post holder is expected to operate generically providing support to other employees as is reasonable

The post holder will be required to work in all areas of the Borough

I have read and understood the job description and sign to accept the above terms and conditions of employment.

Employee Signature _____ Date: _____

Authorisation Signature _____ Date: _____

North Northants Council – Person Specification

The ideal candidate will be able to demonstrate the following skills, knowledge and experience

Criteria	Skills, Knowledge, Experience etc	Essential / Desirable	Method of Assessment
Education / Qualifications	Educated to GCSE level or equivalent.	E	Application
	BTEC or NVQ in Housing Studies	D	Application
	Relevant IT experience.	D	Application
Skills / Experience	Previous experience in an appropriate Housing Services function	E	Application/Interview
	Customer Care Awareness	E	Application/Interview
	Previous Local Government/ Social Landlord background	D	Application/Interview
	Experience of working with minimal supervision	E	Application/Interview
	Customer interviewing in both an office and home environment	D	Application/Interview
	Well developed communication skills	E	Application/Interview
	Experience of monitoring, reviewing and maintaining performance data and /or financial records	D	Application/Interview
	Flexible can do attitude to work	E	Application/Interview
	Ability to maintain accurate and timely records	E	Application/Interview
	Ability to exercise strict confidentiality	E	Application/Interview
	Ability to work to relevant policies and procedures	E	Application/Interview
	Ability to take ownership of and resolve problems	E	Application/Interview
	Able to prioritise workloads and meet deadlines	E	Application/Interview
Miscellaneous	Leasehold property Management	D	Application/Interview
	Well organised and methodical	E	Application/Interview
	Valid Driving Licence	D	Application/Interview
	Understanding of Equality and Diversity relevant to the role.	E	Application/Interview
	Team player	E	Application/Interview

