

Designation: Principal Leasehold and S20 Officer

Grade: Stroud 6

Hours: 37 hours per week

Location: Ebley Mill

Job Purpose:

- Provide a high quality service for leaseholders which recognises their needs are different to those of tenants
- Develop a robust process to manage leasehold and other service charges
- To be the lead officer ensuring that leasehold matters and S20 notices are implemented and delivered effectively and support the delivery of business objectives
- Liaise with Property Services, Contract Services and One Legal in order to undertake S20 Consultation in accordance with the procedures and timescales laid down in legislation, issuing notices and supporting information as required
- Responsible for the service charge regime across all tenures in accordance with policy and rent and service charge legislation

Responsible to: Head of Housing Contracts

Responsible for:

KEY DUTIES

- Responsible for the administration of leaseholders including applications requiring permissions and or consent under lease agreements, responding within set timescales and raising administration charges where the lease allows. Completion of solicitors enquiries, raising final service charge invoices when leasehold properties are sold on the open market
- Liaise with colleagues and other teams to investigate queries or complaints from leaseholders.
- Provide advice and information to leaseholders about major works consultation, billing and collection
- To assist in the preparation of cases for First Tier Tribunals and give evidence where necessary.
- Responsible for improving customer satisfaction and confidence in our ability to bill accurately and provide Value for Money for residents
- Lead and manage the service charge process ensuring charges are accurate and fair but maximise cost recovery for SDC
- Maintain up to date knowledge of service charge regulations and provide advice guidance and briefings as required for the business
- Organise and manage leaseholder insight meetings/events to ensure consultation on major issues that affect leaseholders
- Investigate and respond to complaints in line with the complaints policy to identify

and implement ways the service could be improved.

- Develop effective relationships with partners, attending external meetings as appropriate, to ensure the service continues to develop to meet stakeholder and Regulator requirements and Stroud District Council maintains a reputation for quality services.
- Lead and manage the annual service charge budgeting and reconciliation process ensuring charges are accurate and maximise cost recovery for SDC.
- Liaise closely with finance colleagues and provide regular reporting to ensure accurate reporting and forecasting

SKILLS AND KNOWLEDGE

- Display effective leadership skills, motivating, enabling and empowering others to succeed
- Hold a relevant professional qualification
- Appropriate experience of leasehold and S20 regulations and administration
Excellent communication and negotiation skills, including dealing with people in challenging and demanding situations
- Ability to undertake work of a variety of advanced tasks which requires detailed knowledge and skills in a specialist discipline.
- Ability to lead others and to communicate a strategic vision into a plan that others can understand and deliver upon
- Ability to work unsupervised and manage workloads and deadlines for a number of tasks simultaneously while effectively developing solutions with minimal or no supervision
- Have a strategic understanding of leaseholder activities and S20's
- Demonstrable experience of administering and managing leases
- Ability to build and maintain strong relationships with partners, operational teams, and service support teams in their designated area of responsibility developing mechanisms and systems to promote joint working

COMPLEXITY AND CREATIVITY

- Ability to see and understand the complexity related to Leasehold and S20 issues and in particular understand the role and relationship other services have in this, and the part they can play in supporting residents.
- Ability to understand the complexity of issues raised with leasehold and S20 activities and implications to the individual, the Directorate and the Council.
- Ability to understand the complex pressures faced by the Council in terms of competing priorities including service requirements and business performance
- Ability to guide staff where appropriate in understanding the above and to develop creative and innovative management solutions to issues faced.
- Required to exercise professional and proper discretion in a range of areas where advice is not normally available and where policy, procedures and working standards provide only general guidelines.

JUDGEMENT AND DECISIONS

- The job is a key post in supporting the housing service's business viability,

the exercising of excellent judgement skills will be required at all times, whilst working within policy, procedures and working standards.

- Operates within a framework set by Corporate and Service Management but with some autonomy to influence and shape the service
- Provide wide ranging commercial expertise and construction knowledge which influence policy and strategy development
- Work is carried out within defined rules and procedures involving decisions chosen from a range of established protocols, but may on occasion require challenge

CONTACTS

- Leaseholders
- Members and senior officers of the Council
- Members and staff of other local authorities'/partner agencies
- Suppliers and contractors
- Members of the public

Contact required in respect of service delivery issues which may not be straightforward and that require the provision of advice and guidance and/or the initiation of action.

RESOURCES

Responsible for the management for the following resources:

- External partners and contractors

TRAVEL DESIGNATION AND MISCELLANEOUS

You are required to have access to a vehicle in order to fulfil the duties of this role. You will be entitled to claim for the mileage you incur whilst on Council business in accordance with HMRC mileage rates and the Council's Travel and Subsistence policy

GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity & Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.

- To work within the requirements of the Council's Environmental Policy
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.

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