

Senior Property Management Officer

Home Ownership

Overview	
Role Purpose	<p>You will be the leasehold specialist within the Home Ownership team, managing the leasehold service across a patch, escalated/high profile area or specific project. You will take ownership for getting the job done effectively and keeping residents updated.</p> <p>As a team leader you will also be required to support other team members with issues or challenges across their patch(s) or project(s). You may also line manage some Property Management Officers or Coordinators as required.</p>
Responsible for	<ul style="list-style-type: none"> • Delivery of a property management and leasehold service to homeowner customers • Providing a compliant, proactive and customer focused leasehold service to residents • Service charges including setting budgets, managing costs and reconciling accounts. • Income collection • All aspects of engagement and consultation with residents (including section 20) • Escalated/Special cases/projects and/or line management
Reports to	Leasehold Manager or Home Ownership SMT
Line management	<ul style="list-style-type: none"> • TBC
Date	April 2019

Role relationships	
Internal	Broader Home Ownership directorate Development, Regeneration and Assets, Housing, ICT, Workwise, Sales and Marketing, Finance and BID directorates
External	Customers Solicitors Auditors Managing Agents Contractors/ Developers / Surveyors/ Technical Consultants

Role accountabilities

Management and Leadership

- Act as a team leader within the team and across the department. This may include line management where specified and appropriate.
- Deputise for the Leasehold Manager or other managers as required.
- As required take on management of key high profile schemes or projects within the team, putting in place sensitive, creative and appropriate management strategies.
- Support the Leasehold Manager or other managers in ensuring that new starters are recruited, inducted and trained appropriately and given an excellent welcome to the organisation.
- Where required, act as a point of escalation for any issues that arise across the department.
- Support Property Managers with devising action plans for issues identified across their patch. Coach and work with Property Managers to deliver action plans to required objectives.
- Represent the department at internal and external meetings as required. This may include resident meetings and meetings with contractors and managing agents.
- Take the lead in addressing any customer escalation or complaint reviews as required. Ensure actions are proportionate, customer focussed, sustainable and in line with policy.
- Flag any performance, reputational and financial risk to the Leasehold Manager or other managers and support them in delivering an appropriate mitigation plan against the risk identified.
- Support the Leasehold Manager with putting in place appropriate strategies across the team to ensure key performance indicators are met.
- Identify any service improvement measures across the organisation and engage all parties that may be required to implement and embed appropriately.
- Lead on any assigned projects, system changes, service improvement initiatives or policy changes for the department as required. Ensure any changes are embedded appropriately.

Customer Service

- Provide an excellent property management service to residents within your patch being accountable for the overall experience they receive.
- Ensure that any issues raised by residents through all communication channels (including digital) are resolved in a timely and appropriate manner whilst maintaining proactive and personalised communication.
- As appropriate, liaise with the Customer Service Centre following up on any matters that arise through this communication channel.
- Manage, engage with and influence external suppliers, contractors, managing agents, local authority and local police services to aid delivery where necessary.
- As required, work with others to manage any resident dissatisfaction (including formal complaints and MP enquiries) quickly, sensitively and in line with policy.
- Use resident feedback alongside your own investigation to identify common issues and develop and implement action plans to meet individual and scheme wide needs in line with customer satisfaction targets.
- Work with internal stakeholders, including those businesses responsible for other tenures, finance, regeneration and assets and development to resolve any issues that

Role accountabilities

may arise.

- Adapt to resident needs across all tenure types of the estates and blocks you manage.
- Appropriately manage any reports of antisocial behaviour and covenant breaches effectively and in line with policy.

Property Management

- Ensure blocks and estates are maintained and in good condition by carrying out regular estate inspections in which you will be responsible for identifying any issues and taking appropriate remedial steps.
- Report and follow up on any areas of risk that come to your attention swiftly and to the right channels in line with policy. This includes all health and safety, compliance, reputational and financial risks.
- Diagnose, order and manage repairs across your blocks and estates. Seek appropriate support from surveyors, specialist technical contractors and managing agents where necessary. Take overall responsibility for ensuring repairs are delivered quickly, effectively and economically and to residents' satisfaction.
- Take ownership of making insurance claims in respect of any perils covered under the relevant policy that occur at your schemes.
- Ensure communal areas and estates are clean, safe and well maintained through liaison with the appointed contractors, cleaners and gardeners. You may be asked to manage cleaners, caretakers or concierge as part of your role.
- Appoint compliant, effective and value for money contracts for all aspects of property management using the appropriate frameworks or delivery mechanisms.
- Proactively and effectively manage the work of contractors and managing agents using appropriate procedures and contract management tools.
- Act as a robust and clear internal client when requesting support from internal departments such as Regeneration and Assets and Development to address issues.
- Identify and influence the appropriate specification and delivery of cyclical maintenance and qualifying works.
- Take the lead on issuing and managing a compliant section 20 consultation process to your residents across all cyclical maintenance and qualifying works. This includes facilitating a meaningful consultation for customers and safeguarding the business' financial position regarding cost recovery.
- Manage all aspects of the property management service in line with the lease whilst maintaining customer focus and championing the needs of residents.
- Work with the Business Support Team to refer residents' through the correct channels to get their leasehold legal or resale request dealt with.

Budget and finance management

- Take responsibility for setting the service charge budget across your patch ensuring it is devised compliantly and appropriately.
- Effectively and compliantly manage the service charge expenditure across all schemes on your patch.
- Act as the gatekeeper in respect of all costs billed through the service charge accounts across your patch.
- Be the responsible owner for receipting purchase orders to provide approval for payment to take place and be billed through service charges
- Manage monthly variance report expenditure accordingly.

Role accountabilities

- Ensure service charges accounts and budgets are served and billed compliantly and in line with the required processes. This includes internal intercompany billing of service charge costs to other departments.
- Carry out the necessary consultation and engagement with residents across all your service charge budgets and year end accounts. Provide meaningful and clear commentary tailored to your scheme and customers to foster transparency.
- Take responsibility for the income collection across your patch in respect of rent and service charges in line with key performance indicators.
- Take sensitive action to recover debt in line with policy with appropriate escalation where required.
- Establish a good payment culture across rent and service charges across your patch. Signpost residents with financial difficulties to the appropriate support system.
- Work with external managing agents where appropriate to set and monitor service charges.

Compliance and Project Management

- Lead on case management of formal challenges through channels such as the housing ombudsman, first tier tribunal, county court and other external bodies. Enlist appropriate support from management team, internal departments and external technical support and solicitors where appropriate.
- Ensure all documents are saved and logged correctly on appropriate systems in line with policy.
- Act as a champion for department requirements across projects as and when required.

New Build

- As necessary attend development meetings of pipeline properties and provide input in anticipation of wider management issues and leasehold specific requirements.
- Ensure required contracts are in place across new build properties pre occupation and any defined management strategy is embedded across new schemes.
- Take ownership for defining and setting the service charge appropriately for a new build scheme working with delivery, development and sales to ensure it is fit for purpose, realistic and future proof.
- Attend and actively engage with handover meetings to ensure all compliance documents and keys required for ongoing management are in place.
- Work closely with the defects team to oversee and develop a proactive and customer focused defect and aftercare service for customers. Take overall ownership of communal defect resolution, highlighting any ongoing risk and escalating when things go wrong.
- Provide a positive and welcoming introduction to residents in their new home and where appropriate, ensure residents are aware of how to operate the various facilities within their home through guides, documents and user tours.
- Deal with complaints and oversee complex defect cases with appropriate stakeholders including external developers and technical support, to ensure a satisfactory outcome.

General

- Actively engage with new systems and processes including Workwise to support the effective delivery of service to customers.
- Ensure you follow the financial regulations, policies and procedures at NHG.

Role accountabilities

- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is reasonably required.

How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

Role behaviours	
Customer focus	<ul style="list-style-type: none"> • Create and implement clear and consistent service standards • Identify opportunities to add value to customer experience • Deal effectively and proactively with challenging complaints and customers, resolving escalated complaints and implementing lessons learnt. • Train and support others to provide proactive customer service. • Respond quickly and positively when things go wrong
Accountability and delivery	<ul style="list-style-type: none"> • Make difficult decisions and generate appropriate solutions independently when under pressure. • Remain calm under pressure and seek support where appropriate • Be confident to challenge assertively and to say no when appropriate • Respond positively to feedback seeking to act on feedback to improve your performance and your team's • Tackle difficult situations with skill and generate solutions for yourself and others.
Service improvement	<ul style="list-style-type: none"> • Consistently review sub-standard work and inefficient systems and make recommendations to improve them. • Analyse data to identify trends or risk and propose and champion practical innovative solutions. • Share best practice and work with others to find solutions to problems and improve standards across the team. • Maintain sector and specialist knowledge and awareness of best practice to drive excellence. • Gather relevant and specific information to make informed decisions. • Achieve VFM in management of services and consider benefits and risk and VFM in all proposals.
Communication and inclusion	<ul style="list-style-type: none"> • Communicate clearly and openly, including all and celebrating differences, listening and responding positively to others. • Work collaboratively with others to resolve issues and achieve goals. • Build genuine and effective relationships with others within and outside NHG to achieve shared goals. • Deliver difficult messages clearly and effectively with respect and sensitivity. • Influence external and internal stakeholders on existing services.
Management (delete if not needed)	<ul style="list-style-type: none"> • Lead by example and with empathy, ensuring your team deliver on their promises; getting the best from your staff by offering them appropriate support, guidance, and development. • Create a working environment that empowers and supports others

	<p>to take responsibility</p> <ul style="list-style-type: none"> • Communicate corporate and department goals, interpreting the implications and delivery requirements for others, ensuring they understand how their role contributes to the “big picture” • Involve the team in decision making to gain commitment • Tackle substandard practices or performance fairly and proactively. • Celebrate success
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As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate.

Essential knowledge, experience and skills	
Professional expertise (know how & experience)	<ul style="list-style-type: none"> • Experience of working in a customer service environment • An understanding of leasehold tenure and the various home ownership schemes in which housing associations are involved • Experience working with policy and procedures • Experience working to meet key performance indicators • Property Management experience • Experience managing the section 20 consultation process • Experience setting and reconciling service charges • Experience reading and reviewing lease agreements • Experience of income collection processes including escalation for challenging cases.
Skills	<ul style="list-style-type: none"> • Excellent PC skills including Microsoft Word and Excel. • Excellent verbal and writing skills
Qualifications and/or professional membership	<ul style="list-style-type: none"> • IRPM (Associate or Member)

Desirable knowledge, experience and skills	
Professional expertise (know how & experience)	<ul style="list-style-type: none"> • Experience of using contract management tools • Successful experience of project, stakeholder and matrix management
Skills	<ul style="list-style-type: none"> • Experience in verbally presenting arguments or cases • Report writing
Qualifications and/or professional membership	<ul style="list-style-type: none"> • RICS

Role profile

Role requirements	
DBS	<ul style="list-style-type: none">• None
Data and information processing	<ul style="list-style-type: none">• Information/Data User (all staff)
Data protection role	