**Leasehold Manager**

**Main purpose of the job**

To be the lead for the Association on delivering an excellent management service to leaseholders and shared owners across our stock. To drive forward service improvements to ensure we deliver a high performing service that meets the needs and expectations of those residents. The role encompasses the setting and monitoring of service charges; fulfilling the landlord’s lease obligations and developing effective consultation and communication with leaseholders.

The post is responsible for managing relationships with and monitoring the performance of external management companies; leading on improving our services and increasing leaseholder satisfaction levels. The Leasehold Manager will also have overall responsibility for stair-casing, Right to Buy/Acquire and dealing with the legal aspects of this area of work. They will work closely with our colleagues within ISHA and will lead on all leasehold related matters externally.

**Department**

Housing & Neighbourhoods

**Team**

Housing Management

**Reports to**

Head of Housing Management

**Directly manages**

Leasehold Officer x 1

Service Charge Co-ordinator x 1 (dotted line)

**Salary**

£42,609 - £45,594 (NJC points 36-39)

**Hours of work**

9 am to 5 pm, Monday to Friday. Flexitime system in place. 35 hours a week

**Annual leave entitlement**

29 days rising to 31 days after 5 years’ service. ISHA is normally closed between Christmas and New Year and staff must take annual leave to cover the working days between these periods

**Probationary period**

Six months

**Key tasks**

**Service Delivery**

* To lead on improving service delivery to leaseholders by using performance data and customer feedback.
* Keep abreast of current expectations and standards and make changes to services, systems and agreements as necessary to ensure the service is up to date and at the forefront of excellence.
* To achieve efficiency gains and hit targets whilst continuing to drive up customer satisfaction.
* To maximise customer satisfaction in the delivery of the leasehold management service.
* To ensure the effective delivery of service charge contracts.
* To set up and maintain effective monitoring systems for the recording and analysis of outputs.
* To promote and facilitate customer involvement in all aspects of our services.
* To liaise closely with external agencies, management companies and partner Associations, developing good practice, benchmarking and innovative ways to resolve issues.

**Leasehold Management**

* Provide advice, guidance and support to customers on all leasehold matters within the framework of a responsive, customer focused service.
* Ensure that leaseholders are aware of their obligations and responsibilities.
* Monitor and take appropriate action in complex leasehold management cases.
* Coordination of all lease arrangements regarding ISHA’s Home Ownership activities including: ‘staircasing’, transfers, assignments (not part of re-sales) and activities associated with residential leaseholds, Shared Ownership and right to acquire.
* To assist with the calculation of estimated and actual service charges to all leaseholders.
* Ensure that expenditure is monitored carefully to ensure value for money and accountability to leaseholders, ensuring any variances are reported back to leaseholders in a timely manner.
* Ensure the estimated budgets and accounts of external management companies are scrutinised for accuracy, affordability and transparency.
* Ensure leaseholders receive regular updates on expenditure, particularly where there is a variance with the budget.
* Make appropriate judgements about how to deal with breaches of the lease. Respond to complaints monitor and take appropriate action thereafter.
* Prepare evidence for any relevant cases referred to the Leasehold Valuation Tribunal or County Court and to represent the Association, if required, at any hearings.

**Scheme Management**

Ensure that the Leasehold Officers:

* Manage communal areas through regular estate inspections.
* Undertake quarterly estate inspections with customers, leasehold representatives, external management companies and surveyors.
* Contribute to the design process for new and improved homes and schemes.
* Ensure the preparation and service of S20 Notices on leaseholders where major works are to be carried out in accordance with statute.
* Liaise with the Development Team at handover stage to ensure a smooth transfer from the sales process through to management.
* Monitor leaseholder satisfaction by the production of surveys and recommend any appropriate action where improvements/changes are needed.

**General**

* Take ownership and responsibility for any service related complaints/queries from residents ensuring that the customer experience is positive, professional and within set timescales at all times.
* Make sure that any requests for information from customers, employees, police, ICO or other authorised bodies are dealt with efficiently, that their validity is checked and there is an approved response.  Keep register updated with a log of the request.
* Understand your responsibilities for any data you own.
* “think privacy” when setting up any project, policy or procedure.  If it is a significant project carry out a data protection impact assessment
* Keep the Data Protection Register up to date.
* Monitor the compliance for any contracts managed where there is data processing.
* Manage the day to day implementation of the Health and Safety Policy in the team
* Carry out any other duties consistent with the post that may be required from time to time, at the discretion of the line manager

**Person Specification**

**Knowledge and experience**

* Proven experience and knowledge of leasehold management
* Line management experience.
* Understanding of leasehold legislative requirements & service charges.
* Good understanding of budgets and accounts
* Ability to lead a team to achieve significant service improvements and outcomes.
* Working in and forging successful partnerships with a wide range of internal and external bodies including government, voluntary sector, other public sector bodies, inspectorates and other stakeholders.
* Excellent written communication skills for effective correspondence, report writing and statistical work.
* Excellent verbal communication skills including assertiveness, listening, negotiating and influencing skills.
* Computer literacy including the ability to use a range of office software packages as well as the central database.
* Good working knowledge of leasehold related services best practice in this area.

**Skills**

* Demonstrate a high level of professionalism with the ability to prioritise and manage own workload and work with the minimum of supervision
* Ability to supervise others
* Ability to communicate effectively at all levels and with the interpersonal skills necessary to gain and sustain the confidence of service users and customers.
* Flexible, motivated and able to work unsupervised
* Good time management and organisational skills
* Ability to communicate effectively at all levels and with the interpersonal skills necessary to gain and sustain the confidence of service users and customers.
* Be able to comprehend legislative updates and adapt processes accordingly

**Core requirements – our values and behaviours**

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| **Passionate commitment to customers:** |
| * Go the extra mile * Willing to adapt in response to feedback, open to learn * Listen to understand what customers need |
| **Pride in Team ISHA** |
| * Aim to get it right first time, learn from mistakes * Share skills, knowledge, encourage and support others * Celebrate success |
| **Trusted to make the difference** |
| * Take ownership and responsibility. Do what we say we’ll do * Take control of our own personal development |
| **Respect for everybody** |
| * Considerate and honest * Work well with diversity * Punctual, prepared, polite * Ask questions, want to learn more |

**Our Inspirational Leadership Behaviours**

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| **Is a role model:** |
| * Set a personal example around standards of behaviour expected from others |
| **Listens:** |
| * Actively listen to diverse points of view * Provide support for others ideas and decisions |
| **On message:** |
| * Ensure others are clear about future plans and their part in it |
| **Motivates others:** |
| * Maintain and communicates a positive, yet realistic outlook, in spite of organisational change and challenges in order to sustain morale * Help others see the personal benefits of doing their job well |
| **Develops staff** |
| * Ensure that people grow in their jobs by learning new skills and developing themselves * Create a culture where people share their skills |
| **Takes responsibility and accountability** |
| * Demonstrate confidence in other’s abilities * Use different approaches to empower different people |