

<b>Role Title</b>	<b>Home Ownership Team Leader (Consultation &amp; Billing)</b>
<b>Job Family</b>	<b>Resident Services</b>
<b>Competency Level</b>	<b>Manager</b>
<b>Pay Range / Scale</b>	<b>Indicative PO4</b>
<p><b>Purpose</b></p> <p>To lead and manage the Consultation and Billing Team to enable the delivery of a high quality, cost effective and customer focused service and in accordance with Waltham Forest's Strategic Objectives, Budget and Business Plan</p> <p>To monitor the team's performance ensuring tasks are completed in-line with best practice in relation to leasehold management (including properties sold on equity share and shared ownership basis), section 20 consultations, the calculation and billing of service charges/ major works ensuring full recovery costs under the lease in accordance with s18 – s30 of the Landlord and Tenant Act 1985 (as amended) and other associated legislation.</p> <p>Work in collaboration with the Home Ownership Manager and all other relevant Council services to improve the Council's homeowner's experience and ensure efficiency and continuous improvement to service standards and increased satisfaction.</p>	

<b>Generic Accountabilities</b>	<b>End Result / Outcomes</b>
Plan and organise work to ensure the delivery of those aspects of the service for which responsible.	<p>Work is completed on time and to the quality and standards required.</p> <p>Changes to priorities are accommodated.</p> <p>Service is delivered to organisational requirements and reflects customer and stakeholder requirements, within organisational constraints.</p> <p>Professional and legal compliance is assured.</p>
Undertake / support consultation procedures. Identify issues, resolving as appropriate and escalating complex problems if necessary.	<p>Activities are undertaken according relevant guidelines / regulations / procedures.</p> <p>Customer / stakeholder views are available to inform recommendations.</p> <p>Data and measurements are accurately recorded.</p>
Collate process and analyse complex information. Ensure all required records and information are maintained correctly.	<p>Information / applications are processed according to procedure.</p> <p>Information is managed efficiently and</p>

	<p>accurately.</p> <p>Data is recorded and stored in compliance with national standards and can be shared, as appropriate, with other agencies.</p>
Prepare and present results / responses / reports / recommendations.	<p>Accurate, complete and relevant information / reports are provided for internal and/or external use.</p> <p>Issues are clearly summarised, progress and implications are reported.</p> <p>The council's position is clearly stated.</p>
Provide authoritative advice, guidance and support to colleagues, customers and stakeholders. Respond to and investigate enquiries / escalated complaints.	<p>Information, advice and support are accurate, timely and constructive.</p> <p>Problems are identified.</p> <p>Issues are managed through to a satisfactory conclusion or escalated if appropriate.</p> <p>Risk to the Council / customers is minimised.</p>
Contribute to identifying and delivering information / activities to support service delivery / promote the service area /.	<p>Requirements are effectively identified.</p> <p>All materials / activities are delivered to the required standards and timescales.</p> <p>Information / activities achieve desired results.</p>
Challenge customers' practice and minimise risk, referring concerns to line manager.	<p>Customer risks are assessed.</p> <p>Relevant health, safety and welfare requirements are met.</p>
Work closely with others to clarify changing requirements. Identify, recommend, and support the development and delivery of improvements. Contribute to the development and implementation of policies, procedures, and systems.	<p>Improvement opportunities and plans to achieve them are identified and recommended.</p> <p>Agreed improvements are developed, delivered and evaluated.</p> <p>Changes are effectively communicated to others.</p>
Lead projects or improvement programmes, or contribute to the delivery of larger projects	<p>Practical, effective solutions are developed and delivered in accordance with legislative requirements and good practice guidelines and address any relevant environmental /</p>

	<p>conservation / technical / design issues.</p> <p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>All project documentation and reports are completed correctly.</p>
Support others in their development, including external organisations / customers where appropriate.	<p>Identify any changes that may impact the service / profession.</p> <p>Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback).</p>
Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. Model, demonstrate and promote good practice relevant to the role.	<p>Relevant work area reputation is maintained or enhanced.</p> <p>Stakeholders are engaged with activity relevant to them.</p> <p>Positive feedback is received from stakeholders.</p> <p>Communications are clear, well planned and effective.</p> <p>Best practice is shared and promoted.</p>
Support partnership agreements and partnership working within area of responsibility.	<p>Activities which support partnership working are effectively delivered.</p> <p>Partnership working groups produce valid and timely outputs.</p>
<p>Contribute to service / business plans for area of responsibility and to wider service planning and development activities.</p> <p>Contribute to budget planning as required.</p>	Service / business plans reflect input.
To represent the Council, providing support and guidance to all necessary parties for cases at First Tier Tribunal (Property) and/or County Court in cases in relation to service charges or other leasehold matters.	Enforcement, challenges, clarification, and disputes are managed by specialists resulting in positive outcomes for Waltham Forest

Quality check documents, decisions and / or presentations before delivery	All work meets the required standards
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

<b>Job Specific Accountabilities:</b>	
Oversee and ensure the statutory consultation process is completed correctly and complaint with the individual leases and the Leasehold and Tenant Act 1985 (as amended)	<p>Waltham Forest achieves full compliance with statute and legislation</p> <p>Income is maximised due to accurate consultations for all consultations.</p>
Support the operational delivery and performance of the team whilst contributing to the overall effectiveness of our customer service offer/standards and improving customer satisfaction	Satisfaction levels improve
Understand what it means to be a great landlord, build and sustain thriving and cohesive estates by working across the wider Home Ownership team to develop capability to manage multi-tenure schemes	Waltham Forest develops a strong home ownership team with the customer being a key focus
Ensure our specialised Home Ownership Team for Consultations and Billing are managed effectively / efficiently and are accountable to homeowners whilst ensuring their expectations are met and / or exceeded and achieving / exceeding operational performance (KPIs)	<p>Waltham Forest builds a strong reputation with the customers its servers.</p> <p>Waltham Forest has a team of highly experienced specialist officers</p>
Work closely with the RTB, Compliance and Collections Team Leader and management team to manage and develop across operational services for specialised Homeownership Waltham Forest functions with the skills, influence and personal appetite to drive service improvements and efficiencies. Promote 'one team' by delivering all functions and services to ensure business continuity	<p>Strong relations are built within the Homeownership team resulting in positive and efficient outcomes</p> <p>Waltham Forest continues to improve the service it delivers resulting in higher customer satisfaction and greater efficiency.</p>

Provide advice and guidance on implementing enforcement and/or prevention so that appropriate action is taken against any breaches of the lease. This will include the instigation proceedings or any other action necessary to remedy breaches including forfeiture.	<p>Action is taken appropriately and timely resulting in consistency.</p> <p>Properties are managed in accordance with the lease resulting in compliance</p>
Be responsible for ensuring compliance to all legislation, regulation or contractual obligations relevant to Consultations and Billing	All procedures and policies are followed by staff resulting in consistent and efficient approach to lease management
To assist the manager in reviewing and streamlining the processes for all areas related to the team with a strong focus on improving customer satisfaction	All procedures and policies are followed by staff resulting in consistent and efficient approach to lease management
Have a clear focus and set objectives to ensure colleagues are equipped to deliver organisational objectives and meet customer expectations, supported by a robust performance management and people development	<p>The team is clear on what is expected of them resulting in objectives being achieved.</p> <p>Pride in performance is achieved through successful performance being achieved</p>
Implement a high-performance culture which has the customer at the heart of service delivery and that you will challenge and hold colleagues to account	Customer satisfaction remains a high priority and is embedded in the culture through strong leadership.
Deliver technical support, professional guidance and training on all functions and services provided by the Home Ownership Team, using your knowledge of legislation, regulatory standards, good practice to inform sound decision making	<p>Strong team of high performing professionals is achieved for the benefit of the customers. Strong leadership is achieved.</p> <p>Homeownership team maintains high standards and best practice</p>
Enable effective governance by working / reporting to the Home Ownership Manager on operational performance, service improvement initiatives	<p>Performance is monitored frequently to resulting in service improvements being identified early.</p> <p>Consistent message is delivered from the management team</p>

Present accurate and timely information, analysis and reporting relating your team	Management are kept informed of performance with accurate updates
To undertake any other duties of a similar level and responsibility as may be required from time to time	

### **Nature of Contacts**

Typically involves Heads of Service and Senior Managers across the authority, and external agencies and organisations providing advice.

Work directly with colleagues internal and external, other providers and external agencies to gather and exchange information and co-ordinate actions.

Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.

Provide specialist advice, guidance and support on issues within area of responsibility; develop and maintain joint working and promote the Council position.

Consult with stakeholders to identify requirements. Communicate changes in policy and working practice to contacts.

### **Procedural Context**

Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation.

Plans own time and co-ordinates the work of others. Plan, organise and deliver interventions and actions. Responsible for professional advice, assessments or referrals.

Exercise professional judgement in assessing stakeholder requirements, potential risk and quality assurance of service. Monitor and evaluate performance / service delivery, ensuring all parties are informed of progress / issues as required. Thinking creatively to ensure high performance in the service.

Provide support to customers, colleagues, and other stakeholders through applying knowledge of systems, procedures and best practice.

Responsible for meeting performance standards within a policy framework and regulatory guidelines. Accountable for proper use and security of information, resources, equipment and/or facilities within area of responsibility.

Use initiative to deal with complex issues and respond appropriately in an unpredictable work environment. May involve isolated working outside core hours.

Occasionally the post will be expected to work from other locations

### **Key Facts and Figures**

Maximise income through sales of properties through Right to Buy and collections of service charges to sustain the Housing Revenue Account (HRA)

### **Resourcing**

Budget Responsibilities: None

Supervisory Responsibilities: Manage Team of:  
Home Ownership Officer (Consultation & Billing PO1) x2

### **Knowledge, Skills and Experience**

Substantial in-depth knowledge and understanding of leasehold legislation and practices in relation to the calculation, consultation and billing of service charges and major works including section 18 to section 20 of the Landlord and Tenant Act 1985 (as amended).

Experience of managing specialised home ownership / leasehold teams that operate to customer focussed solutions and are accountable to the overall aim of improving customer satisfaction

Experience of performance-based management in a customer focused service organisation including the ability to set and meet targets.

Demonstrate influence and negotiation skills with peers and senior managers to win their support to enable the delivery of effective leasehold management services.

Being open to ideas on how to improve the service area, taking measured risks to try new ideas

Able to identify issues and develop future operational plans

Ability to prioritise workloads, working to tight strict deadlines in a pressurised environment, whilst always paying excellent attention to detail and keeping accurate records.

Excellent written communication skills including grammar, spelling, punctuation, for effective correspondence with customers, report writing and statistical work.

Excellent verbal communication skills including assertiveness, listening, negotiating and influencing skills, at all levels – including face to face, telephone, presentation skills.

Ability to interpret complex information, and relay in a 'plain English' manner.

Good IT Skills, including Microsoft Office and specifically Microsoft Excel & Word. Ability to

utilise IT systems effectively and efficiently, and willingness to progress electronic databases and use IT to improve performance.

Awareness of the importance of maintaining confidentiality of customer data.

Have a flexible working approach to working hours, including working occasional evenings, weekends and providing flexible cover to other members of the team.

Good understanding of Equality and Diversity issues.

### **Indicative Qualifications**

Degree or equivalent or vocational qualification in relevant subject or area

Evidence of Continuous Professional Development

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed