

# LONDON BOROUGH OF HACKNEY



**POST TITLE:** Leasehold Consultation & Billing Manager

**DIRECTORATE:** Climate, Homes and Economy

**SERVICE:** Homeownership Service

**GRADE:** PO6

**LOCATION:** Within the London Borough of Hackney

**RESPONSIBLE TO:** Head of Homeownership Service (Service Charge, Consultation and Income)

**RESPONSIBLE FOR:** Up to 5 staff i.e. Leasehold Consultation Officer


**PURPOSE OF THE JOB:**

To use expert leasehold knowledge to successfully lead the Leasehold Consultation & Billing Team responsible for; billing major works charges the accurate and timely service of Section 20B notices and the professional and proficient execution of statutory Section 20 consultation.

To be accountable for the work undertaken by the Leasehold Consultation & Billing Team including; the timely and precise billing of approximately £4million; to continually review the level of service provided to maximise income; to uphold high levels of accuracy in financial practices; to deliver agreed performance and service standard targets; and, to provide the most cost effective efficient service.

To be responsible for preparing and implementing local policies in line with the Council’s procedures used for dealing with all aspects of major works billing and leaseholder consultation. This will include the management of all statutory Section 20 consultations ensuring that Qualifying Long Term Agreements fulfil statutory requirements, and best practice is followed in the preparation and issuing of all Section 20 notices.

To support the financial management of a capital and revenue funded service including; undertaking budget monitoring and procedural controls for finance functions pertaining to service charges; shared ownership; major works; and, Right to Buy. This includes supporting the management of budgets with £2.5 million operating costs.

To use specialist Leasehold knowledge to develop initiatives that will enhance service delivery and to lead on audits, including business processes which have financial implications for Leasehold and Right to Buy (Homeownership Service), and overseeing and reviewing the implementation of improved changes within agreed timescales.

To deputise for the Head of Homeownership Service when requested to ensure the effective running of Services.

**MAIN AREAS OF RESPONSIBILITY:**

1. To be responsible for the accurate and timely issuing of major invoices demands and leading the team in collating and reconciling financial and various supporting data.
2. To examine, develop and implement strategies to improve the accuracy of billing, maximise service charge and major works income, and improve the overall performance of the service unit and the Housing Service Area.
3. To ensure that all service charge/major works payers receive accurate and timely statutory notices in accordance with Section 20 of the Landlord and Tenant Act 1985 and any subsequent amendments.
4. To be responsible for leading and implementing effective performance management including, setting service standards and developing performance indicators and targets for the Leasehold Consultation and Billing Team ensuring that these are met.
5. To identify resolutions to overcome poor performance issues and take appropriate action when required including, leading performance reviews, initiating and delivering staff training and implementing guidance notes. .
6. To take action as required to address any service delivery issues within the Leasehold Consultation and Billing Team ensuring that all audit recommendations are fully implemented within agreed timelines.
7. Work collaboratively with Managers, Team Leaders and Homeownership Service colleagues to enhance service standards.
8. To develop excellent customer service standards within the Leasehold Consultation and BillingTeam, monitoring how they are executed, such as providing professional interface with customers on a variety of matters.
9. To carry out regular IT system and procedural reviews implementing and/or recommending changes to improve performance, and thereafter, updating good practice manuals/user guides as appropriate.
10. Ensure that Leasehold & Right to Buy Services operates in line with up-to-date legislation, keeping abreast of legislative changes and updating policies and procedures as appropriate.
11. To prepare reports and provide specialist statutory Section 20, Section 20B and major works billing advice on a range of matters to facilitate the decision making process relating to all aspects of the role, and attend any Committee or Senior Board/Management Meeting, as appropriate, to make recommendations for procedural changes.
12. To liaise with appropriate service areas providing accurate and timely details of costs, supporting information and final accounts, ensuring that the breakdowns of costs are sufficiently detailed, well presented, and easily accessible to customers.
13. To manage the service areas budgets in conjunction with the Head of Homeownership Service providing specialist advice to inform the decision making process on financial control systems and procedures.
14. To provide comprehensive specialist advice on contractual matters pertaining to leases and freehold transfer agreements, ensuring that invoices are prepared and issued in line with statutory requirements and that there is suitable instruction of and liaison with the Council’s legal team.
15. To use expert knowledge of leasehold practices to guide the service area in providing information for billing purposes to fulfil statutory requirements, ensuring that all functions are carried out in line with relevant standards, policies, procedures and timescales.
16. To guide the team to provide accurate and timely responses to solicitors’ pre-sale enquiries ensuring all adjustments are approved accordingly.
17. To effectively manage major works accounts ensuring that new accounts are properly set up, and carefully administered.
18. To ensure that any necessary write-offs are implemented in line with the Council’s policies and procedures.
19. To prepare and coordinate responses to cases that are the subject of Section 20and/or major works enquiries, particularly where they are the subject of complaint, councillors’/mayors’ enquiry, or at risk of escalating onto a legal footing.
20. To ensure that supporting documents for First Tier Tribunal cases are properly prepared and represent the Council when necessary at Court/First Tier Tribunals/Conferences, and hearings.
21. Attend any Executive Team, Board and/or Committee Meetings related to the duties and responsibilities of the post, as and when required, making recommendations and ensuring that any Standing Orders or decisions made are implemented within the service area.
22. To liaise with Members, Officers, Government Departments and Professional Bodies to ensure that the London Borough of Hackney interests are protected at all times, including the provision of grants or other financial developments, and to maintain in-depth knowledge and awareness of professional and legislative developments in all areas relating to this post.
23. To regularly engage with the Leasehold Services Manager to make joint decisions on how to maximise income, such as, increasing the take up of direct debit and other payment methods.
24. To act as the lead recruiter of staff into the Leasehold Consultation & Billing Team ensuring the Council’s Recruitment Policy is upheld.
25. To deliver effective training and presentations to various audiences including staff, managers and customers.
26. To undertake periodic budget monitoring, reforecasting and variance management, and liaising with the Head of Homeownership Service to ensure the actual budget is within acceptable margins
27. To be responsible for validating all income and expenditure data used for major works billing, making recommendations where appropriate and applying best practice for financial control, including, conducting service and bi annual reviews for compliance with current financial regulations and leasehold legislation.
28. To manage special projects, as and when required, relating to all the functions within the Service Unit.
29. To carry out any other duty, as requested by the Head of Homeownership Service, that is commensurate with this post.
30. To attend work at times required by the needs of the service which may include working evenings and/or weekends.
31. Deliver effective finance and resource management functions at neighbourhood level and oversee budget management compliance procedures; designed to manage expenditure and achieve the relevant service income targets.
32. Determine the effects of changes in policy, legislation, Codes of Practice and statutory guidance and develop initiatives to ensure a best practice
33. Actively engage with residents and community groups and support elected members to address local issues in line with service priorities.
34. Liaise when appropriate with legal professionals, statutory bodies and senior colleagues to ensure full compliance with the relevant statutory framework.

**OTHER DUTIES AND RESPONSIBILITIES:**

* To actively promote customer care, value for money and performance management in own role.
* To demonstrate a wholehearted commitment to the organisational values and culture.
* To positively promote and represent Hackney Council
* To promote an environment of continuous learning and improvement.
* The post holder will be expected to undertake such additional duties or responsibilities, consistent with the role and grade, as may be allocated.

***NB: All employees are expected to adhere to the Council’s Diversity and Equality and Health and Safety Policies.***

| **SIGNATURES : JOB DESCRIPTION DISCUSSED AND AGREED** |
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| SIGNATURE OF POST HOLDER:……………………………………………………………..DATE:……………………………………………………………………….……………………. |
| SIGNATURE OF MANAGER:……………………………………………………………………DATE:………………………………………………………………………………………………. |

| **PERSON SPECIFICATION** |
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| **POST TITLE:**  | Leasehold Consultation and Billing Manager |
| **GRADE:** |  |
| **DATE LAST REVIEWED:** | June 2022 |

| **CRITERIA :**  | **TO BE TESTED AT:** **(Shortlisting, Interview, Test)** |
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| **Qualifications, Knowledge & Experience Requirements:** |  |
| A housing degree/qualification or relevant experience of working in leasehold/property management within the public or private sector  | S/I |
| A management qualification or relevant management experience  | S/I |
| Experience of managing the billing of major works and/or service charges as well as leading on the provision of statutory Section 20 consultation and service of Section 20B notices. | S/I/T |
| Knowledge and experience of Service Charges and Major Works invoicing and statutory consultation requirements. | S/I/T |
| A proven track record of managing a team achieving measurable success and making service improvements  | S/I/T |
| Knowledge of the legislative context and policy framework surrounding Leasehold Services and Right to Buy  | S/I/T |
| Understanding of customer needs within a local authority organisation  | S/I |
| Experience of developing and implementing policies and procedures  | S/I/T |
| An understanding of local government  | S/I/T |
| **Skills and Abilities:** |  |
| Excellent influencing and negotiation skills  | I/T |
| Ability to train, empower and motivate staff to build and maintain an effective team  | I |
| Ability to problem solve developing creative and innovative solutions to ensure the service is continually improved  | S/I/T |
| Ability to develop and maintain effective partnerships and relationships with customers and key internal and external stakeholders  | S/I/T |
| Excellent oral and written communication skills, with an ability to present complex statutory leasehold, financial and statistical information clearly to leasehold and non-leasehold audiences  | S/I/T |
| Ability to operate effectively, meet conflicting priorities and delegate work where necessary in order to meet deadlines  | S/I/T |
| Excellent analytical skills to be able to review, interpret and present specialist leasehold, financial and statistical data  | S/I/T |
| Able to work on own initiative, be flexible and a supportive member of a team  | I |
| Excellent IT skills, proficient in Microsoft packages, especially Excel and Access  | S/I/T |
| Project Management Skills  | S/I/T |
| **London Borough of Hackney Requirements:** |  |
| Commitment to London Borough of Hackney’s core vision and values  | I |
| Commitment to a culture of learning, development and empowerment across the organisation  | I |
| Wholehearted commitment to the principle of achieving equality of opportunity and celebrating diversity  | I |
| Committed to team working  | I |
| **Other Special Requirements:** |  |
| Willingness and ability to work flexible hours on occasions including during some weekends and evenings.  | I |

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