

Leeds City Council
Financial Management

Job Description

Job Title:	Leasehold Officer	Salary	
Accountable to:	Senior Housing Contracts Officer	Grade	SO2
Leadership Area:	Property and Contracts	Date:	February 2015

Job Purpose:

To manage the notification process for works in procurement to ensure leaseholders are consulted in line with the requirements of their lease. Ensuring compliance with all statutory and locally determined requirements of the service and ensuring that all relevant timescales are achieved. Assessing and invoicing leaseholder charges.

Providing advice to Senior Managers, Officers and Members and members of the public on all aspects of the service. The post holder will be located at Navigation House or elsewhere within the Leeds Metropolitan district boundary.

Context:

The overarching aim is to ensure that the Council complies with statutory requirements and collects all incomes due from Service Charges for leasehold flats. Issuing all necessary statements, charges and other documents within the required legislative timescales.

Key Accountabilities:

- To ensure that the defined consultation process for works to blocks containing leaseholders is undertaken in a compliant manner. To respond to queries promptly and consistently, ensuring clear information is presented in a timely manner. Assess, process and issue invoices and other statutory documents within the statutory timescales.
- Liaise with the Leaseholder Management Team within Finance to ensure a coordinated service
- To provide management information and advice as required.
- To support the Procurement Manager to ensure notices are issued compliant with the terms of the leases.
- Ensuring that all leaseholder information is dealt with in the strictest confidence and compliance with Data Protection legislation.
- Liaison with other service providers to ensure a co-ordinated and responsive service is provided to all users.

Responsibilities: SO2

1. To ensure the accurate recording of data and the production of management information where required.
2. Ensuring that all information is treated in the strictest confidence.
3. Ensuring that consultation and other documents are issued within statutory timescales
4. Assisting the Finance Managers in maximising the income due from leaseholders
5. Responding to members of the public, their agents through all forms of media.
6. To liaise with providers to ensure that their services are meeting the requirements of the Home Ownership Service (eg Valuers, Surveyors, Legal etc).

7. Liaise with Procurement and Commercial Team in determining the annual Leaseholder contribution for works.
8. Other duties which are commensurate with the grade and within the purpose of the post.

Economic Conditions:

Annual Leave: 23 days per annum plus 5 days per annum for 5 years local government service pro rata
Hours: 37 hours per week
Flexitime: Eligible to participate in flexi-time scheme
Conditions of Service: NJC Conditions apply

PROSPECTS

Promotion: Whilst no guarantee can be given to subsequent promotion, there are currently a number of higher graded posts within the Council which potentially provide the opportunity for career progression within the Council. Any subsequent vacancies will be filled in compliance with agreed Council procedures.

Training: The Council has a positive commitment to the training and development of employees in all areas of its activities. Similarly employees are also expected to adopt a positive attitude to any training provided and also to their own personal development.

Physical Conditions Text about where working - The post will be located at Navigation House or elsewhere within the Leeds Metropolitan District boundary. Leeds City Council has a no smoking policy.

Prepared by: Nesreen Lowson

Date: 30th March 2015

Approved by: Tom Finch

Date: 6th April 2015

PERSONAL SPECIFICATION ESSENTIAL REQUIREMENTS

It is essential that the post holder should be able to demonstrate the following criteria for the post within the context of the specific role duties and responsibilities: Candidates will only be short listed for interview if they can demonstrate on the application form that they meet all the essential requirements.

Method Of Assessment (MOA) – A = Application Form T = Test I = Interview C = Certificate

Leadership and Management

SO2 Requirements	MOA		MOA
Be able to supervise and support the development of staff within the team	A/I		
Participation in the recruitment and selection of staff	A/I		
Be able to assist in the identification of training needs, facilitate the training and development of individuals	A/I		

Partnership

SO2 Requirements	MOA		MOA
To liaise with other service providers to ensure accurate and timely information is received.	A/I	.	

Working in a Political and Unionised Environment

SO2 Requirements	MOA		MOA
Awareness of policies, decision making processes within the Council.	A/I	.	

Change and Service Improvement

SO2 Requirements	MOA		MOA
Be able to take responsibility for developing your own performance within the job.	A/I		
Be able to assist in supporting activities to improve service delivery in accordance with the service plan.	A/I		

Resource, Service management

SO2 Requirements	MOA		MOA
Be able to provide advice to Managers and other officers regarding the services and procedures.	A/I		

Governance

SO2 Requirements	MOA		MOA
Ensuring compliance with governance arrangements.	A/I		

Professional and Technical			
SO2 Requirements	MOA		MOA
Knowledge of legislative changes affecting the operations within the team and wider Council.	A/I		
Be able to provide accurate and effective support and advice to customers, staff and Senior Managers	A/I		
To be able to deal with customers accurately and efficiently. Imparting relevant advice or signposting to other organisations.	A/I		
Be able to provide statistical data to Senior Managers in relation to services provided within the team.	A/I		

Personal Style , Skills and Behaviour			
SO2 Requirements	MOA		MOA
Be able to work competently, to strict deadlines, as an effective team member.	A/I		
Ability to plan and organise own work and that of others competently with minimum supervision, and to strict deadlines	A/I		
Must commit to ensuring that all data held by the section is treated in the strictest confidence and also in line with all requirements under Data Protection.	A/I		
Be able to communicate effectively	A/I		
To have a detailed working knowledge of standard IT applications used in an office environment.	A/I		
Willing to abide by the Council's Equal Opportunities Policy in the duties of the post, and as an employee of the Council.	A/I		
Willing to take personal responsibility under and abide by the Council's Health and Safety Policy.	A/I		
Commitment to own personal development and learning and that of others	A/I		

Qualifications			
SO2 Requirements	MOA		MOA
It would be desirable if the post holder has GCSE in maths and English or the equivalent.	A/I		

PERSONAL SPECIFICATION DESIRABLE REQUIREMENTS

It is desirable that the post holder should be able to demonstrate the following criteria for the post within the context of the specific role duties and responsibilities: Candidate are not required to meet all the Desirable requirements however these may be used to distinguish between acceptable candidates

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Professional and Technical

SO2 Requirements	MOA		MOA
It is desirable that the post holder has a good working understanding of the Council's Orchard Housing Management System.	A/C		
It is desirable that the post holder has a good understanding of the legislation as it relates to the Right to Buy and Leasehold Management.	A/I		
It is desirable that the post holder is numerate and competent in communicating both verbally and written with a range of customers.	A/I		