



## Role Specific Job Description

Job Title:	Leasehold Management Administrator	
Post Number:	P1606	
Grade:	Grade 5	
Job Family:	Housing	Level 2
Other payments:	Essential car user allowance	
Service:	Housing	
Progression:	Progression through the grade is dependent on satisfactory performance	
Hours per week	37 hours	
Accountable to:	Leasehold Management Officer	
Date created/reviewed:	March 2019	

### JOB DESCRIPTION FOR LEASEHOLD MANAGEMENT ADMINISTRATOR

#### Job Purpose

To provide general administrative support to the Leasehold Management Officer (LMO) in connection with management of the council's 1,054 leasehold property portfolio.

To provide excellent customer service to the Council's leasehold customers.

#### Accountabilities

1. Responsibility for the leasehold email inbox, dealing with enquiries promptly and referring more complicated cases to the LMO. This will include maintenance of the leaseholder database on Orchard, dealing with telephone enquiries, logging and reporting repairs and follow them through to completion whilst keeping the leaseholders apprised at all times.
2. Preparation of Leasehold Information Packs/Right-to Buy Packs for sign off by the Leasehold Management Officer. This will also include recording any change of ownership promptly on the Orchard database to ensure accuracy.

3. Assistance with preparation of the service charge invoices annually. Assisting with arrears collection and advising leaseholders on the range of payment options and sources of advice and assistance available to them.
4. Keeping up to date and familiar with residential long leases and able to make reference to the covenants in order to enforce lease terms.
5. Be familiar with any statutes applicable to leasehold management. Assist with the preparation of Section 20 Consultation Notices for sign off by the Leasehold Management Officer.
6. Assist the Leasehold Management Officer with applications for Landlord's Consent to make both structural and non-structural alterations to leasehold properties.
7. To carry out general administrative functions as directed by the Leasehold Management Officer or designated representative.

## **Demands**

<p><b>PHYSICAL:</b> Ability to work within an office environment and to carry out site visits as required.</p> <p><b>MENTAL:</b> The ability to work accurately at all times. This accuracy needs to be maintained when workloads peak at critical business times for example year end. Ability to plan workload to meet the day to day requirements of the service You will be required to operate within defined procedures and legislative requirements, and deal with large volumes of work that needs to be completed within tight deadlines. Ability to understand and analyse information and to effectively communicate with customers (whose first language may not be English) or their representatives. Ability to provide information and advice to leaseholders concerning a broad range of enquiries e.g. service charge information, property sales, alterations, repairs. Ability to work on own initiative is assessing the best course of action and referring complex matters to the LMO as necessary. Take a proactive approach to the leasehold management function. The ability to liaise effectively with a range of departments within the council and external contractors.</p> <p><b>EMOTIONAL:</b> Ability from time to time to deal with distressed or aggressive clients, and maintain a calm and professional demeanour.</p> <p><b>ENVIRONMENTAL:</b> Post holder will be working in an office environment but will be exposed occasionally to unpleasant working conditions as they will be required to carry out visits to leaseholders homes where there may be disrepair, heavy smoking etc.</p>
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## Other Employment Requirements

A clean UK driving licence and access to a vehicle, taxed and insured for business use.

Basic Disclosure Check is required.

To be able to assist with departmental responsibilities in accordance with the corporate Emergency Planning and Business Continuity arrangements.

### Method of Assessment Codes

A	Application Form	T	Tests (online/ at interview)	R	Reference	D	Documentary Evidence	I	Interview	O	Other
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### ROLE SPECIFIC PERSON SPECIFICATION

ROLE SPECIFIC PERSON SPECIFICATION				
Criteria		Essential	Desirable	Assessment
<b>Values and Behaviours</b>				
	We are Customer Driven	X		I,T
	We Care	X		I,T
	We are Confident	X		I,T
	We Work Together	X		I,T
	We are Trusted	X		I,T
<b>Qualifications</b>				
	GCSE in Maths and English	X		A,I,D
	NVQ Level 3 or equivalent qualification in a relevant subject and/or equivalent relevant work experience.	X		A,I,D
	Experience of working in a people orientated customer support role.	X		A,I,D
	AIRPM (Associate of the Institute of Residential Property Management)		X	A,I,D

<b>Knowledge</b>				
	Knowledge of relevant legislation related to the leasehold management sector (e.g. Commonhold and Leasehold Reform Act 2002, Landlord & Tenant law)	X		A,I
	High degree of numeracy and knowledge of accounting in order to fulfil the service charge aspect of the role.	X		A,I,T
	Excellent communication skills both written and verbal, including the ability to respond appropriately	X		A,I,D
	A commitment to and an understanding of the concept of Equal Opportunities in a social housing setting.	X		A, I
	Knowledge of data protection, security and confidentiality standards.	X		A,I
	Knowledge of environmental protection legislation including Health & Safety Regulations and Fire Regulations		X	A,I
	Have a keen interest in developments in the residential leasehold sector and maintain an up to date knowledge.		X	A,I
	Working knowledge of leasehold charges and invoicing processes		X	A,I
<b>Experience</b>				
	Experience of providing a providing a front line service in the social housing sector with demonstrable experience and commitment to high quality customer care.	X		A,I
	Experience of using MSOffice and other IT systems e.g. Orchard Housing System	X		A,I
	Experience of working within leasehold management within the housing sector	X		A,I
	Previous experience of using Housing systems such as Orchard		X	A,I
	Demonstrable experience of working within policies and procedures and providing input into the		X	A,I

	development of appropriate public communications e.g. website			
	Experience of working within leasehold management within the public sector		X	A, I

*For further information on the scope of accountabilities when working at this level please see the generic job description/person specification [here on our website](#).*