

## **BRIGHTON & HOVE CITY COUNCIL**

### **JOB DESCRIPTION**

<b>Job Title:</b>	Leasehold Services Manager
<b>Reports to:</b>	Business & Performance Manager
<b>Department:</b>	Housing
<b>Section:</b>	Property & Investment
<b>Date written:</b>	March 2021

#### **The**

#### **Purpose of the Job**

To develop strategies, implement and monitor leasehold services across the Housing service ensuring these parts of service are efficient, and effective in meeting stakeholder's needs.

Ensure the service effectively undertakes a range of duties to manage leasehold properties including managing the leases, statutory leaseholder consultation, service charging and other financial liabilities arising from the terms of their leases, managing right to buy applications effectively and managing the leaseholder disputes resolution process.

#### **Principal Accountabilities**

1. To promote and facilitate the involvement of leaseholders as stakeholders and potential customers in all aspects of housing management to enable them to influence, scrutinise and support service delivery and improvement.
2. Initiate, develop and implement new strategies and procedures in the home ownership and leasehold management services to ensure consistency of service delivery, guidance for all staff involved in leasehold management and compliance with new legislation, the terms of different leases and development of legal advice.
3. To ensure legal compliance throughout Housing's leasehold management operations, including terms and covenants of leases, along with, in particular, sections 18-30 of the Landlord & Tenant Act 1985, which relate to service charge rights and protections on charges (including the consultation requirements when carrying out works or entering long term agreements).

4. To take responsibility for the identification and verification of all costs incurred by the council for works, services and management at each of its residential buildings in order to calculate and issue interim charges and actual service charges for all Housing Revenue Account residential and commercial lessees, ensuring accuracy, legal compliance and minimising disputes and challenges.
5. To take responsibility for maximising the recovery of leaseholder service charges for the council through continuous development of a proportionate and ethical service charge collection strategy, with options that reflect the payment difficulties especially for high cost works, and managing working practices across the piece, involving procurement of the best collection services, external solicitors and IT systems.
6. To instruct solicitors on the management of service charge recovery cases, including mediation and litigation, and representing and negotiating for the council at mediation sessions, court hearings or Leasehold Valuation Tribunals which have the power to agree financial settlement offers, distribution of legal costs etc.
7. Leading, managing and developing the effective application of the Leaseholder Disputes Procedure whereby service charge disputes are investigated thoroughly to achieve outcomes of effective resolution whether sustaining, not sustaining or finding an innovative solution for each dispute: the post holder has responsibility to both authorise and recommend settlements and resolutions.
8. To manage the engagement with the Leaseholders Action Group to achieve positive outcomes and improve customer relationships.
9. Direct and manage the work of the Leaseholder Services team ensuring the provision of a high-quality service to leaseholders and other stakeholders.
10. Recruit, induct, manage, develop and support staff in the team, ensuring that they are equipped to support residents, and are clear about their roles and values within the organisation.
11. Deal with performance and conduct matters within the team, using the capability, disciplinary and absence management procedures where appropriate.
12. Provide systems for recording, monitoring, reporting of business information in relation to the Leaseholder Services team.
13. Share information and support the development of good practice across other teams.
14. Represent the service in a range of meetings up to and including committee for post-holder's areas of responsibility.

## **General Accountabilities**

### Health and Safety

To ensure all operations in their areas of responsibility are conducted according to the provisions of the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 and all relevant legislation and council policy.

In particular: as set out in Section 4 of the Council's Health and Safety Policy, and within their area of responsibility:

- To maintain awareness of current Health & Safety legislation and ensure that all employees understand and comply with Health and Safety Policy; that they are informed, trained and supervised to safeguard their own and others welfare and safety
- To carry out risk assessments and ensure implementation of and adherence to safe systems of working practice
- To report and investigate accidents or incidents promptly, implementing recommended action for improvements to safe working practice
- To ensure that safe premises, equipment and working environments are maintained

### Equalities

To develop practices within the directorate/division that uphold and develop the principles of the City Council's Inclusive Council Policy in relation to staff and to service provision.

To work within and actively promote the City Council's Inclusive Council Policy in relation to service delivery and staff management.

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

The list of duties in the job description should not be regarded as exclusive or exhaustive.

There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

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### **PERSON SPECIFICATION**

<b>Job Title:</b>	Leasehold Services Manager
<b>Reports to:</b>	Business & Performance Manager
<b>Department:</b>	Housing
<b>Section:</b>	Property & Investment
<b>Date written:</b>	October 2018

#### **Essential Criteria**

<b>Job Related Education, Qualifications and Knowledge</b>	<ul style="list-style-type: none"><li>• Educated to degree level or the ability to demonstrate comparable skills and knowledge equivalent to such a standard</li><li>• Extensive knowledge of public sector leasehold management and the internal and external environments in which it is delivered</li><li>• Comprehensive knowledge of the current legal context of delivering home ownership and leasehold management services and other guidance and initiatives that impact upon the delivery of these services</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>• Experience of developing and implementing effective leaseholder service strategies</li><li>• Significant experience of delivering leasehold management services, including the billing and recovery of service charges and delivering audited financial services</li><li>• Experience of dispute resolution with individuals and recognised residents' groups through a formal complaints process</li><li>• Substantial experience of consultation with a range of stakeholder including in challenging service areas</li><li>• Experience of working in a related sector and an understanding of the political and sector context for the service</li><li>• Experience of managing, motivating and developing staff in a challenging, customer service focused environment</li><li>• Experience of delivering consistent service improvement and learning from stakeholder feedback and complaints</li><li>• Experience of delivering cultural change management within the team</li></ul>

<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Ability to engage with residents, partners, constructors and officers to develop innovative and effective approaches to service delivery improvements that meet the core objectives of the service</li> <li>• Ability to interpret leases, legislation, and to analyse legal advice effectively and make recommendations to senior management and other stakeholders</li> <li>• A self-starter able to organise own workload and that of others, manage and prioritise to meet the teams objectives trouble-shoot and resolve problems using own initiative and experience.</li> <li>• Excellent research skills and the ability to assimilate complex information quickly and present data in an easily understood manner, for example presentations to senior management and other stakeholders.</li> <li>• Excellent interpersonal skills, including the ability to assess and respond to situations, motivate and influence behaviour at all levels, and direct the work of others without direct line management responsibility.</li> </ul>
<b>Equalities</b>	<ul style="list-style-type: none"> <li>• To be able to demonstrate a commitment to the principles of equalities and to be able to carry out duties in accordance with the Council's Inclusive Council Policy</li> </ul>
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Able to work outside of normal office hours as required. This will include some evening meetings and occasional weekend working</li> <li>• A real commitment to improving public services.</li> <li>• A high degree of political sensitivity and diplomacy.</li> </ul>