

<b>Job Title:</b>	Senior Leasehold Liaison Officer
<b>Reports to:</b>	Leasehold Services Manager
<b>Department:</b>	Neighbourhoods, Communities & Housing
<b>Section:</b>	Housing

### **Purpose of the Job**

Responsible for maximising the council's engagement with leaseholders at all points during the lifetime of major works and planned maintenance projects, including during consultation, works on site and where there are payment difficulties.

To ensure leaseholders' involvement in the council's building management responsibilities is effectively embedded within the council.

### **Principal Accountabilities**

1. To ensure the provision of a comprehensive customer-focussed service to leaseholders across Housing so that direct intervention and mediated solutions, including flexible payment options, can aid resolution to issues so far as possible at the earliest stage.
2. Support the Leasehold Services Manager in ensuring legal compliance across Housing operations with the terms of the leases and with all leasehold legislation, in particular sections 18-30 of the Landlord & Tenant Act 1985 (which include consultation requirements).
3. To be responsible for giving clear and accurate advice to leaseholders, members, officers and colleagues arising out of the range of leasehold management issues.
4. To be responsible for ensuring that leaseholders have the opportunity to influence the service and participate in decision making by working with Property managers, Housing Surveyors, Project Managers and others engaged in drawing up plans and undertaking works at our buildings which have a financial or any other impact on leaseholders.
5. To be a champion of leasehold engagement within Housing so that we have a leasehold service that gives choice and opportunity and builds trust between the council and its leaseholders by ensuring issues are dealt with quickly and with respect, openness and transparency.

6. Represent the council at meetings with the public, members, leaseholder and tenants representatives as well as various outside organisations and bodies.
7. To investigate and co-ordinate investigations into complaints or disputes relating to leaseholders as well as being alert to the potential for complaints and directing pre-emptive action.
8. To develop processes, procedures and protocols as required. To revise existing formal arrangements, introduce new arrangements, provide appropriate training and mentoring as required for own team and other teams within Housing.
9. To co-ordinate all information gathered from outside formal review mechanisms, including anecdotal or specific concerns, to enhance the evaluations arising from formal review and monitoring.
10. Assist leaseholders in their understanding of their leases, legislation and regulation. This will require the post holder to maintain a current knowledge of required and best practice in the management of leasehold property and leaseholders.

### **General Accountabilities**

To co-operate in the implementation of the council Health and Safety policy

In particular: as set out in section 4.7 of the Health & Safety Policy:

- To take due care of their own health and safety and that of others, who may be affected by their acts and mistakes at work
- To use equipment according to instructions
- To ensure that they do not use facilities and equipment recklessly or interfere with the safe use of equipment, materials or systems
- To report any unsafe act, or condition, any accident or incident according to Health and Safety Policy

### Knowledge required:

Commitment to acquiring awareness and knowledge of Health and Safety policy and practice as it applies in their area of work

Ability to co-operate and adhere to Health and Safety Policy, practices and instructions

### Equalities

To uphold and carry out the duties of the post with due regard to the City Council's Inclusive Council Policy.

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.

## **BRIGHTON & HOVE CITY COUNCIL**

### **PERSON SPECIFICATION**

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#### **Essential Criteria**

<b>Job Related Education, Qualifications and Knowledge</b>	<ul style="list-style-type: none"><li>• Educated to NQF level 3 or equivalent experience</li><li>• Knowledge of customer service techniques</li><li>• Excellent knowledge of the social housing sector and the delivery of reports, maintenance and planned works services</li><li>• Knowledge of the legislative framework with regard leasehold management</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>• Experience of working with tenants or leaseholders in a customer related/customer focussed role</li></ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"><li>• Ability to understand and interpret leases and legislation</li><li>• Ability to write letters and present reports to a high standard</li><li>• Good interpersonal skills with the ability to explain complex information and communicate effectively, empathise with and resolve conflict with and for customers/residents</li><li>• Good organisational skills and the ability to prioritise own workload</li><li>• Ability work with colleagues in other sections of the council in order to coordinate the resolution of complaints and disputes</li><li>• Ability to work on own initiative and as part of a team</li><li>• Ability to resolve problems quickly and effectively to prioritise tasks and work under pressure to tight deadlines</li><li>• Ability to use Microsoft office and other software packages to a high standard</li></ul> <p>Commitment to acquiring awareness and knowledge of Health and Safety policy and practice as it applies in their area of work</p> <p>Ability to co-operate and adhere to Health and Safety Policy, practices and instructions</p>