

| | |
|--|--|
| Role Title | Home Ownership Officer (Consultation & Billing) |
| Job Family | Resident Services |
| Competency Level | Principal Officer |
| Pay Range / Scale | Indicative PO1 |
| <p>Purpose</p> <p>To calculate, notify and bill the estimated and actual service charges (including major works), shared ownership rent and ground rent in accordance with the terms of the lease and the associated legislation to enable full recovery.</p> <p>Undertake consultations under section 20 of the Landlord and Tenants Act 1985 (as amended) ensuring compliance with the leases and associated legislation.</p> <p>Provide information, support and guidance in relation to service charges, major works, the lease and associated legislation to leaseholders, shared owners and other housing staff. Whilst dealing with enquiries and disputes with regards to service charges and major works.</p> <p>To maximise the recovery of homeowner rents, service charges/major works and other related income to maintain the viability of the Housing Revenue Account (HRA).</p> | |

| Generic Accountabilities | End Results/ Outcomes |
|---|--|
| <p>Provide advice and make recommendations based on up to date knowledge and analysis / evaluation of information.</p> <p>Manage escalated or complex customer issues within the relevant area.</p> | <p>Expert advice, information, interpretation, and support are provided on the full range of technical / professional issues within the area of responsibility.</p> <p>Issues are managed through to a satisfactory conclusion.</p> <p>Risk to the Council is minimised.</p> |
| <p>Contribute to the development of service plans to meet strategic business goals.</p> | <p>Strategic and operational input is provided to wider business planning and development.</p> <p>Customer needs are identified.</p> <p>Services meet legislative and policy requirements.</p> |
| <p>Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate.</p> | <p>Relevant information / data are managed efficiently and accurately.</p> <p>Accurate and relevant information / reports / documentation are produced. Trends and issues are identified and prioritised.</p> <p>Statutory and procedural obligations are fulfilled.</p> <p>Management decision making is supported.</p> |

| | |
|---|--|
| <p>Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility.</p> | <p>Changes to systems, policies and / or procedures are identified and recommended.</p> <p>All updates, amendments, developments are tested and approved prior to delivery.</p> <p>Customers receive prompt, accurate policy / procedural updates.</p> <p>Service standards are improved.</p> |
| <p>Work closely with others to support/manage the development and delivery of improvements in processes and procedures.</p> | <p>Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues.</p> <p>Agreed improvements are developed, delivered, and evaluated.</p> <p>Issues and recommendations are brought to the attention of senior managers.</p> <p>Benchmark against best practice authorities and centre of excellence.</p> |
| <p>Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.</p> | <p>Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.</p> <p>Evidence based recommendations are made.</p> |
| <p>Manage a portfolio of Projects and Reviews.</p> <p>Lead on specific projects as required.</p> | <p>Projects are delivered to agreed specification, timescales, and budgets.</p> <p>Change initiatives are successfully integrated and implemented across all impacted service areas.</p> <p>Value for money is achieved.</p> <p>Ongoing savings secured.</p> |
| <p>Co-operate with and support colleagues.</p> | <p>Colleagues are supported and required information is provided in a timely manner.</p> |
| <p>Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.</p> | <p>All policies and procedures are complied with.</p> |

| | |
|---|--|
| Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager. | Work is carried out in a way that is safe and without risks to health. |
|---|--|

| Job Specific Accountabilities: | |
|--|---|
| To prepare, check and issue notices in accordance with Section 20 of the Landlord and Tenant Act 1985 (as amended) including checking notices prepared by other officers and advising surveyors appropriately for all relevant works which are undertaken by Housing Assets. | <p>Waltham Forest has specialists to deal with complex issues that ensures compliance and quality customer service.</p> <p>High levels of leaseholder and shared owner satisfaction</p> <p>Strong relations are built with Housing Assets team resulting in an efficient service.</p> |
| To undertake all work related to statutory consultation for any contracts or maintenance and improvement works which owners are required to contribute towards under the terms of their leases. | <p>Consultations are completed within appropriate timescales ensuring income is maximised for service charges.</p> <p>Leases are managed appropriately</p> |
| To represent the Council, collating information, providing support and guidance to all necessary parties for cases including at First Tier Tribunal (Property) and/or County Court in cases in relation to service charges or other leasehold matters. | Enforcement, challenges, clarification and disputes are managed by specialists resulting in positive outcomes for Waltham Forest. |
| Assist with the calculation and inputting of actual & estimated service charges | Accurate calculations are made ensuring that customers receive accurate invoices resulting in fewer disputes. |
| To ensure that all relevant electronic data bases and modules are up to date | Accurate records are maintained ensuring high levels of customer service are achieved |
| To carry out consultations or surveys with leaseholders and shared owners as and when required or desirable. | Staff with the appropriate specialist knowledge and expertise complete consultations. |
| Work with the Housing Assets team (to ensure actual cost breakdowns for each block are provided within three (3) months of practical completion of works | <p>Customers are not overcharged for works that have been completed.</p> <p>Income is maximised ensuring the HRA is sustained</p> |

| | |
|---|---|
| Deal with complex financial disputes in relation to service charges and major works Working with the Collections Officers and Finance | Waltham Forest has the specialists needed to manage consultations and maximise income. Ensures that major works being completed are necessary and accurate in price. |
| Deal with enquiries from Leaseholders, shared owners and officers regarding service charges and ensure all management issues are dealt with in line with the lease and legislation | Customers receive the best possible service from staff that have the skills to provide it Breaches of leases are kept to a minimum |
| To keep up to date with best practice, new initiatives and business opportunities in all areas relating to this role and make a meaningful contribution to the business service planning process. | Ensures a well-informed team of experts to deliver the best and positive outcome for customers. |
| To undertake any other duties of a similar level and responsibility as may be required from time to time | |

| |
|--|
| Nature of Contacts |
| <p>Typically involves Heads of Service, and Senior Managers across the authority, and external agencies and organisations providing advice regarding</p> <p>May involve direct contact with members of the public.</p> <p>Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p> |

| |
|--|
| Procedural Context |
| <p>Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-today problems without always referring to others.</p> <p>Decisions will be made based on Council procedures.</p> <p>Occasionally the post will be expected to work from other locations</p> |

Key Facts and Figures

Maximise income to the Housing Revenue Account (HRA) via the recharging/recovery of major works

Resourcing

Budget Responsibilities: None
Supervisory Responsibilities: None

Knowledge, Skills and Experience

Specialist knowledge of key leasehold legislation in particular section 20 consultation and billing of major works and other service charges.

Strong knowledge in leasehold management, leases, legislation, relevant regulation, and procedures in relation to consultation and billing of variable service charges.

A proven track record of achieving and exceeding targets and objectives.

Ability to prioritise workloads, working to tight strict deadlines and statutory timescales in a pressurised environment, whilst always paying excellent attention to detail and keeping accurate records.

Experience of calculating accurate complex calculations, in particular relation to major works and other service charges.

Excellent written communication skills including grammar, spelling, punctuation, for effective correspondence with customers, report writing and statistical work.

Excellent verbal communication skills including assertiveness, listening, negotiating and influencing skills, at all levels – including face to face, telephone, presentation skills.

Ability to interpret complex information, and relay in a 'plain English' manner.

Good IT Skills, including Microsoft Office specifically Microsoft Excel & Word. Ability to utilise IT systems effectively and efficiently, and willingness to progress electronic databases and use IT to improve performance.

Awareness of the importance of maintaining confidentiality of customer data.

Have a flexible working approach to working hours, including working occasional evenings, weekends and providing flexible cover to other members of the team.

Good understanding of Equality and Diversity issues.

Ability to travel to sites, properties and venues as required

| |
|----------------------------------|
| Indicative Qualifications |
|----------------------------------|

| |
|---|
| Evidence of Continuous Professional Development |
|---|

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.