

Role Profile

This section provides key information relating to the role

Job Title:	Home Ownership & Rents Team Leader		
Post No:	P01573	Grade:	J
Team:	Income & Home Ownership	Location:	White Lion Square
Responsible to:	Income and Home Ownership Manager		
Responsible for:	Home Ownership Officers x4 Housing Transactions Officer x2 Housing Accounts Assistant		

Overall job purpose:

Responsible for the direct delivery of a high quality and comprehensive leasehold management service through effective management, direction, coaching and influence to provide a high quality customer experience.

Responsible for the direct delivery of a high quality and comprehensive housing rent transactions service through the management and maintenance of the rent accounts for council tenants of Welwyn Hatfield.

To support the strategic and operational delivery of a comprehensive leasehold service for the council which aims to maximise income, process charges in a timely manner and deliver a first class leasehold housing and estate management service.

To support the wider Income and Home Ownership Management Team to contribute to the strategic and operational direction of the service in respect of delivering excellent services across a mixed tenure client base.

Key areas of focus:

1.	Act as operational lead overseeing the delivery of a comprehensive, high quality, efficient and compliant leasehold management service for the council, managing the operational aspects of the service in respect of delivering its key objectives.
2.	Oversee the delivery of the councils Right To Buy (RTB) applications and the monitoring and signing off of the completion process through building effective partnerships and overcoming blockages to ensure that lead to applications are managed to completion in a timely manner.
3.	Act as operational lead overseeing the delivery of high quality, efficient and compliant housing rent transactions service ensuring all rent receipts, adjustments and refunds are completed and that all obligations to tenants and council are delivered on a timely and accurate basis.
4.	Provide direction and guidance on complex case management where required, supporting staff to make confident decisions which deliver successful outcomes

	and working in partnership with internal departments to deliver this where required.
5.	Ensure that the service provided meets legislation and regulatory requirements and reflect best practice and deliver excellent customer service at all times.
6.	Identify and work with line manager to develop and update policies and procedures as required and that these are communicated to staff and applied consistently throughout the service.
7.	Work with other services across the council to innovate in the planning and delivery of the housing rents transactions service, ensuring they meet the current and future needs of existing customers and the service.
8.	To support the management as required the day to day delivery of the local housing office reception function to ensure cover is maintained at all times during office hours. This may include co-ordination of office opening, closing, security, etc.
9.	Manage the annual rent increase process for the council's properties including: Planning and implementing the increase process through co-ordination of all parties including relevant panels, IS&T and mailing companies. Also devising and implementing the rent increase formula in accordance with the council's policy and regulatory requirements.
10.	Provide advice and guidance to front line teams on the interpretation of lease obligations to ensure effective management of the lease obligations by all parties.
11.	Support line manager with co-ordination of applications and responses to First Tier Tribunal cases and represent the council where required.
12.	To be responsible for the day to day operational delivery of the council's approach to managing council leasehold and housing rent transactions service, ensuring the council meets its statutory duties and compliance with relevant legislation and standard relating to the service managed and implementing best practices initiatives across the service.
13.	Ensure effective communication with staff, providing updates on corporate information and consulting on operational issues as appropriate. Ensure that staff based at remote sites feel supported, engaged and part of the team.
14.	Deliver structured 121s, performance focused team meetings and clear and routine communications within the team. Oversee the development of team members, including identifying training requirements and encourage personal development and meet organisational and team objectives. Ensure the effective management of the team, to include addressing sickness absences, discipline and performance issues in accordance with the Council's policies and procedures.
15.	Represent the council internally and externally in relevant meetings, panels, boards and consultations, including chairing meetings where appropriate. Ensure appropriate and professional conduct at all times, and in accordance with the council's standards.
16.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.

17.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
18.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Extended formal training to A-Level or professional qualification level, or equivalent experience, knowledge and training which relates to the specific requirements of the job.	x		AP
Training which has resulted in the post-holder acquiring strong technical knowledge of leasehold services and accounts management.	x		AP/AS/IN
Training which has resulted in the acquisition of knowledge of: <ul style="list-style-type: none"> • Data protection • Health and Safety • Fraud Awareness 	x		AP/AS/IN
Significant experience in leasehold service and accounts and experience of supervising a team	x		AP/IN
Experience of: Delivering a leasehold service, including accounts management and consultations		x	AP/IN
Experience of writing policies and procedures to meet the service changes / changes to legislation	x		AP
Knowledge			
Up to date knowledge of Housing law	x		AP/IN
Detailed knowledge and experience of right to buy procedures and legislation.	x		AP/AS
Knowledge and experience of accounting practices, regulatory requirements, procedures and financial controls with an acute understanding of risk, financial processes in a housing rent transaction related service	x		AS
An understanding of Revenue and Capital spending	x		IN

Skills and abilities			
Excellent numeric, analytical and decision making skills	x		AS
Able to influence and use negotiating skills including supporting culture change.	x		IN
Proven ability to develop creative solutions to problems	x		IN
High level of IT literacy. Confident in use of Word, Excel and Outlook and other systems relevant to the role	x		AS
Ability and confidence to make decisions independently where the situation requires it	x		IN
Excellent time management and organisational skills to effectively manage and plan a varied workload	x		AS
Other attributes			
Ability to work to strict deadlines and under pressure along with the ability to multi-task and prioritise often conflicting tasks.	x		AS/IN
Ability to communicate effectively in a range of different situations and display conciliatory and empathic skill with staff and members of the public.	x		IN
Excellent written and verbal communication skills tailored towards a range of audiences, including reports, presentations and legal documentation	x		AP/AS/IN
Able to create effective & collaborative working relationships with customers, partner groups and stakeholders	x		AP/IN
Ability to calm potentially emotionally challenging situations and to deal with people who display highly aggressive behaviour and to effectively tackle crisis situations	x		IN
The ability to converse at ease with members of the public and provide advice in accurate spoken English	x		IN

Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.