



## Role Profile

This section provides key information relating to the role

<b>Job Title:</b>	Home Ownership Officer (Career Grade)		
<b>Post No:</b>	RP0146	<b>Grade:</b>	F-G
<b>Team:</b>	Income & Home Ownership Team	<b>Location:</b>	White Lion House
<b>Responsible to:</b>	Home Ownerships & Rents Team Leader		
<b>Responsible for:</b>	N/A		

### Overall job purpose:

To provide a customer focussed, proactive, comprehensive and high-quality leasehold management service to council leaseholders in Welwyn Hatfield, acting as the first point of contact for leaseholders with leasehold account and service charge queries.

To work in partnership with the Neighbourhood Officers to support a customer focused involvement and engagement service ensuring customers can actively engage, be involved and shape services that the council delivers as a landlord to its leaseholders.

Deliver services ensuring that all relevant processes are timely and in line with the current legislative requirements.

To ensure the appropriate handling of detailed, sensitive and personal information, taking all necessary precautions to ensure its accuracy, relevance and correct use.

The post holder will deliver high levels of satisfaction to council leaseholders for the managed accounting services.

### Level 1 (Grade F):

To assist with the calculation of the leasehold charges, estimates and actuals. To include the day to day running costs and billing of major capital works in conjunction with the Property Services Team, Finance, Accountancy and other relevant council departments.

To assist with the various transactions associated with sale and purchase of council properties through right to buy, managing applications and completions and overcoming blockages to ensure applications are managed to completion in a timely manner. This will include working with the Neighbourhood Officers, Legal services and the Property Services Team in the provision of any required information to progress the transactions.

To work proactively with the current leaseholders to address overall leaseholder debts.

To assist with the delivery of a robust and consistent leasehold consultation and charges process for council leasehold accounts, with a key focus on income optimisation and high standards of customer service.

To maintain records and help to develop shared processes on the housing IT systems ensuring the production of accurate and timely statements of charges are available and provided to leaseholders.

**Level 2 (Grade G):**

Directly manage the various transactions associated with sale and purchase of council properties through right to buy, managing applications and completions and overcoming blockages to ensure applications are managed to completion in a timely manner. This will include working with the Neighbourhood Officers, Legal services and the Property Services Team in the provision of any required information to progress the transactions.

To have a comprehensive approach to council leasehold overall debts and to work proactively with the current leaseholders to address this.

Responsible for the direct delivery of a robust and consistent leasehold consultation and charges process for council leasehold accounts, with a key focus on income optimisation and high standards of customer service.

To maintain records and develop processes on the housing IT systems ensuring the production of accurate and timely statements of charges are available and provided to leaseholders.

**Key areas of focus:**

1.	To deliver a comprehensive high quality, efficient and compliant leasehold accounts service for the council's leaseholders.
2.	Responsible for managing the complete process for right to buy sales, and provide required information as required on other council housing property sale or purchase transactions as required and in line with current policies and procedures. This will include dealing with right to buy enquiries, processing applications through manual and computer systems and meeting the statutory timescales and liaising with the Property Services and Legal Teams, as well as external partners to verify applicants' eligibility.
3.	Signing off decisions regarding eligibility to buy and the calculation of discounts.
4.	Dealing with, in conjunction with other departments, the decision making and processing of garage purchase applications where the garages are the responsibility of the councils housing service.
5.	Maintaining a good understanding of the overall sales process, appeals procedures and Land Registry requirements.
6.	Full responsibility for income collection for a patch of leasehold accounts, monitoring service charge and major works arrears cases and taking appropriate action regarding the recovery of arrears. Where necessary instruct the council's litigation service.
7.	To negotiate and action payment plans with leaseholders in relation to service charge accounts where applicable.
8.	To respond to customer account information requests including checking account balances and taking payments via debit/credit cards and processing payment refunds including cheque requisitions.
9.	Dealing with setting up and amendments to service charge accounts including recalculation of service charges and removal of charges based as necessary.

10.	Deliver services that meet legislation and regulatory requirements and reflect best practice and deliver excellent customer service at all times, and ensuring professional knowledge of current leasehold, RTB and service charge legislation, case law and guidance is kept up to date.
11.	Work in partnership with Property Services teams to collaboratively resolve leaseholder enquiries on repair costs and other associated leaseholder charges, ensure that all relevant information is available to leaseholders with regard to planned maintenance, day to day repairs and scheduled improvements to blocks.
12.	Ensure information is accurately recorded on the council's shared housing management database.
13.	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.
14.	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.
15.	Any other duties that are commensurate with the level and grade of this post.
16.	<p><b>Level 1:</b></p> <p>To assist with carrying out consultation process as required by the Landlord and Tenant Act 1985 as amended by the Commonhold and Leasehold Reform Act 2002, including Section 20 consultation and billing of major works. This will include, collating resident observations received within the statutory time period, analyse the responses and provide feedback directly to respondents as appropriate.</p>
17.	To assist with calculating individual leaseholder charges and producing all invoices, and ensuring they are correctly coded to the relevant scheme for accurate budget monitoring.
18.	To assist with the calculations of the estimate charges and actual year end charges, sending these out to residents in line with current legislation.
19.	To support the Resident Involvement Officer to co-ordinate and facilitate the Leasehold Forum.
20.	To assist with the collation of information, as requested by line manager for First Tier Tribunal hearings on service charge issues.
21.	<p><b>Level 2:</b></p> <p>Carry out statutory consultation process as required by the Landlord and Tenant Act 1985 as amended by the Commonhold and Leasehold Reform Act 2002, including Section 20 consultation and billing of major works. This will include, collating resident observations received within the statutory time period, analyse the responses and provide feedback directly to respondents as appropriate.</p>
22.	Responsible for calculating individual leaseholder charges and producing all invoices, and ensuring they are correctly coded to the relevant scheme for accurate budget monitoring.
23.	To annually review the service charges. To calculate the estimate charges and actual year end charges and sending these out to residents in line with current legislation.
24.	To work with the Resident Involvement Officer to co-ordinate the Leasehold Forum, providing input into the agenda and chairing the forum.
25.	To prepare information as requested by line manager for First Tier Tribunal hearings on service charge issues.
26.	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
27.	Deputise for the Home Ownership and Rents Team Leader or other managers in relation to attending external meetings and events as required.
28.	To undertake the Level 1 duties with less supervision, using own initiative to resolve problems and taking responsibility of full-service provision demonstrating confidence and knowledge when providing advice and information to queries.

### Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
<b>Qualifications and experience</b>			
<b>Level 1:</b>  Can demonstrate experience in a related field such as Housing, Accounts or Administration	X		AP/IN
<b>Level 2: As per Level 1 and in addition:</b>  Educated to GCSE level or equivalent and grade C or above in English and Maths or can demonstrate substantial experience in a related field.  This includes significant experience in a relevant field and relevant qualifications.	X		AP
Membership of Chartered Institute of Housing		X	AP
<b>Knowledge</b>			
<b>Level 2:</b>  Training which has resulted in the post-holder acquiring good technical knowledge of leasehold services, Right to Buy and leasehold accounts management.  Training which has resulted in the acquisition of knowledge of:  <ul style="list-style-type: none"> <li>• Leasehold and Right to Buy Legislation and Case Law</li> <li>• Safeguarding vulnerable children and adults</li> <li>• Data protection</li> <li>• Health and Safety</li> <li>• Welfare Benefits</li> </ul>	X		AP/AS/IN
	X		AP/AS

Training which has resulted in in-depth knowledge of issues around: <ul style="list-style-type: none"> <li>General needs housing</li> <li>Leasehold accounts and transactions</li> </ul>		X	AP/AS
<b>Level 1:</b>  Can demonstrate experience in a related field such as Housing, Accounts, Administration.	X		AP/IN
<b>Level 2:</b>  A developed understanding of leasehold services, Right to Buy and leasehold accounts management experience.  Experience of:  Delivering a leasehold service, including accounts management, charge recovery processes and statutory consultations.  Detailed working knowledge of right to buy procedures and legislation.	X		AP/IN
Experience of Orchard Housing Management system.		X	AP/IN
Working with partner agencies and stakeholders to assist with the operational management of a leasehold service		X	AP/IN
<b>Skills and abilities</b>			
<b>Level 1:</b>  Good level of numeric, analytical and decision-making skills.  Ability to develop creative solutions to problems.  Good level of IT literacy. Confident in use of Word, Excel and Outlook and other systems relevant to the role.	X  X  X		AP/IN  AP  AP/AS
<b>Level 2:</b>  Up to date knowledge of leasehold and Right to Buy legislation.  Excellent level of numeric, analytical and decision-making skills.  Ability to develop creative solutions to problems.	X  X  X		AP/AS/IN  AP/AS/IN  AS/IN

High level of IT literacy. Confident in use of Word, Excel and Outlook and other systems relevant to the role.	X		AS/IN
<b>Other attributes</b>			
<b>Level 1</b>			
Ability to communicate effectively in a range of different situations.	X		AP/IN
Able to create effective & collaborative working relationships with customers, partner groups and stakeholders.	X		AP/IN
Good written and verbal communication skills tailored towards a range of audiences.	X		AS/IN
Ability to produce analyse and interpret information in a meaningful and understandable way	X		AS/IN
Demonstrates effective team working, ability to communicate policies and procedures to others.	X		IN
Ability to represent the council in a range of different settings and to people at different levels, including consulting with public and other stakeholders	X		AP/IN
Ability to understand the needs and viewpoints of staff, customers and other stakeholders	X		IN
Ability to take a fair and balanced approach to resolving complaints and other complex issues raised by officers, staff, residents/their relatives and partner agencies	X		AS/IN
Able to influence and use negotiating skills, including supporting culture change.	X		IN
<b>Level 2: As with Level 1 and in addition:</b>			
Excellent written and verbal communication skills tailored towards a range of audiences, including reports and presentations	X		AS/IN
<b>Level 1:</b>			
Strong IT skills, including Microsoft Office and other systems/applications	X		AP/AS/IN
Ability to produce written documents and reports to a good standard.	X		AP/AS
Ability to travel to a range of locations.	X		AP
<b>Level 2: As with Level 1 and in addition:</b>			

Experience of using housing IT systems such as the Orchard or similar.	X		AP/IN
The ability to be self-motivated.	X		IN
Ability and confidence to make decisions independently where the situation requires it.	X		AS/IN
Ability to motivate and influence others.	X		IN
Excellent time management and organisational skills to effectively manage and plan a varied workload.	X		AS/IN
Ability to carry out visits to other locations, including managed properties, external venues for meetings and conferences.	X		AP/IN
<b>Level 1:</b>  Ability to work to strict deadlines and under pressure. Ability to multi-task and prioritise often conflicting tasks. Ability to manage difficult decisions and escalate where appropriate	X  X  X		AS/IN  AP/IN  IN
<b>Level 2: As with Level 1 and in addition:</b>  Ability to prepare reports.	X		IN
<b>Level 1:</b>  Ability to embrace and respond positively to change. Ability to display conciliatory and empathic skill with staff and members of the public  Ability to deal with people with multiple support needs. Ability to calm potentially emotionally challenging situations and to deal with challenging stakeholders.	X  X  X  X		AP/IN  IN  AP/IN  AP/IN
<b>Level 2: As with Level 1 and in addition:</b>  Ability to calm potentially emotionally challenging situations and to deal with people who display highly aggressive behaviour and to effectively tackle crisis situations.	X		AP/IN
Ensure personal compliance with Health and Safety regulations and good practice at all times and to whom services are delivered to.	X		IN
Ability to develop working relationships with leasehold residents, external partners and key stakeholders to	X		AP/IN

deliver operational business excellence and improvement.			
<b>Level 1:</b>  Ability to take payments over the phone, Ability to set up Direct Debits.  Ability to calculate and raise charges and reconcile end of year accounts.  Ability to raise and debt recovery of invoices.	X  X  X		IN  AP/AS  AP/AS
<b>Level 2: As with Level 1 and in addition:</b>  To raise orders against an agreed budget.  Responsible for calculating and raising charges and reconcile end of year account against actual charges.  Responsible for raising and debt recovery of invoices for the leasehold service, including major works invoices.	X  X  X		IN  AP/IN  AP/IN
Dealing appropriately with personal and sensitive information, always ensuring full compliance with data protection legislation.	X		IN
Must be available and able to attend meetings and other activities out of office hours. Ability to work from different locations.	X		IN
To demonstrate knowledge and understanding of equality and diversity and be able to apply it to your role.	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.

<b>Collaborative</b>	<b>Open</b>	<b>Responsible</b>	<b>Excellent</b>
We <b>work</b> together to get things done	We <b>behave</b> with integrity & fairness	We <b>take</b> responsibility for our actions and decisions	We <b>perform</b> 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.