

JOB DESCRIPTION

SECTION ONE

Service:	Housing Services	Post Title:	Home Ownership Officer
		Grade:	NNC band4
		Post Number:	332019243

SECTION TWO

Responsible to: Housing Income Manager

Responsible for: -

SECTION THREE – Overall purpose of job

- To be the main provider of expertise on the Right to Buy process and leaseholder management across the Authority.
- To manage and administer all applications from tenants to purchase their homes through the 'Right to Buy' scheme.
- To devise more innovative and effective ways to deliver Right to Buy and leaseholder management services.
- To identify the need for formal consultation under Section 20 of the Commonhold & Leasehold Reform Act 2002 in respect of major works and qualifying long term agreements.
- To be responsible for the administration of the annual service charge accounting processes for Leaseholders and tenants of the Council's HRA stock.
- To maximise service charge income through the co-ordination of all service charging activities and overseeing the income collection and recovery processes.
- To work with Leaseholders in dispute; dealing with often technically complex issues, devising creative solutions and achieving successful outcomes.
- To provide status reports on the activities of the Leaseholder Service to tenants, management, the Tenant Advisory and Scrutiny Panels and other stakeholders.
- To lead the development of policies and procedures relating to the Right to Buy & Leasehold service.
- To work with Leaseholders to ensure that they have the opportunity to influence our service and participate in decision making that relates to their homes.

- To contribute to the development of the cross-cutting corporate initiatives, in line with the Council's "One Team" philosophy

SECTION FOUR – Principal Responsibilities

Right to Buy

1. To be responsible for the provision of expert advice to tenants, Housing colleagues and other Council staff in relation to the Right to Buy process.
2. To keep up to date with changes to legislation in relation to the Right to Buy and the relevance this may have for our tenants.
3. To critically review current processes for RTB administration and devise new ways of doing things that result in a more streamlined service, better customer focus and lower costs.
4. To administer all applications from tenants exercising the Right to Buy through the co-ordination and instruction of activities by other departments involved in the preparation of properties for sale.
5. To ensure that the Right to Buy process is completed in line with all relevant legislation and within the required timeframes.
6. To complete property inspections on receipt of a Right to Buy application to identify tenant works and ensure authorisation has been sought, or can be granted retrospectively.
7. To advise, and where necessary train, Customer Services staff in relation to the Right to Buy process and changes to legislation
8. To ensure that all statutory requirements, standing orders, contract regulations, financial regulations and other relevant requirements are adhered to in the processing of 'Right to Buy' applications.
9. To prepare for, attend and represent the Council at Residential Property Tribunals where a tenants has challenged the denial of a Right to Buy application
10. To 'sell off' properties on the Housing Management computer system

Leasehold Management

11. To provide a high quality, responsive and value for money management service to the Councils leaseholders.
12. To be aware of best practice in leasehold management across the housing sector, to explore better models of service delivery and introduce a range of service improvements that give leaseholders a 'best in class' service.
13. To identify the need for formal consultation through the Section 20 consultation process.

14. To undertake both formal and informal consultation with leaseholders as required.
15. To liaise with colleagues within the repairs and maintenance team to ensure that major and qualifying works are undertaken in accordance with the procedures and timescales laid down in legislation.
16. To keep up to date with current legislation and best practice in the management of leasehold property and leaseholders
17. To work with colleagues in the production of clear means of communication with leaseholders through traditional and new media e.g. handbooks, information leaflets, web pages and through other social media provision
18. To prepare for, attend and represent the Council at First Tier Tribunal Hearings and where necessary instigate an application to this First Tier Tribunal

Service Charges

19. To administer, calculate and prepare the service charge accounts for Leasehold properties and ensure that this process is accurate and transparent
20. To develop and implement enhanced systems for the notification of service charge information to leaseholders and for their collection.
21. To maximise recovery of service charge costs from Leaseholders by preparing auditable accounts and service charge calculation statements for all expenditure.
22. To deal with enquiries and challenges from leaseholders regarding service charges and ground rents
23. To recover Leasehold service charge and ground rent debts.
24. To prepare for approval by the Housing Income Manager higher levels of recovery action and oversee any enforcement activity as required.
25. To consult with Scheme Managers & residents of the Councils sheltered schemes in relation to their service charge calculations.

General Activities

26. To enhance the Council's Right to Buy and leaseholder services by developing and implementing innovative solutions which enhance cost-effectiveness and customer focus.
27. To prepare and distribute monitoring and reporting information on the Right

to Buy, Leasehold and service charge processes as required by the Head of Housing and customer fora.

28. To ensure that the Council provides excellent standards of customer information on the Right to Buy, Leaseholder and service charge processes
29. To carry out customer service satisfaction surveys upon completion of the Right to Buy process and to analyse and use feedback to improve services to customers
30. To devise and maintain performance monitoring and reporting systems
31. To undertake other duties, which are commensurate with the salary, skills, knowledge and experience of this post, as and when required by the Head of Housing

SECTION FIVE – Main levels of contact

Internal: All teams within the Housing Department, Customer Services, Democratic and Legal Services, Income and Debt Management, Finance and Strategic Development, Repairs and Maintenance teams

External: Leaseholders, Tenants and their representatives, Solicitors, building societies, banks, voluntary organisations, Registered Social Landlords and statutory organisations

SECTION SIX – Special features of the post

The concept of team working means that a flexible approach to work areas is required from the post holder. The work areas identified above are not exhaustive and only represent current principal tasks. The post holder may be required therefore to carry out other such duties as Head of Housing may determine from time to time. However, the level of responsibility levels of the above.

SECTION SEVEN

Job Description prepared by: (Manager)	Date
Approved by: (Personnel)	Date
Agreed by: (Post holder)	Date

PERSON SPECIFICATION

Service:	Housing Services	Post Title:	Home Ownership Officer
		Grade:	SO1- CBCSCP 23-25
		Post Number:	332019243

Attributes	Essential	Desirable	How Identified
Relevant Experience	<p>Minimum of 2 years experience in a housing services, customer focused environment.</p> <p>Experience of managing the Right to Buy process.</p> <p>Experience of Leasehold Management.</p> <p>Experience of Service Charge setting and collection</p>		Application Form / Interview
Education and Training	Educated to HND/NVQ Level 4 standard, or able to demonstrate equivalent capability		Application Form / Certificates

Special Knowledge and Skills	<p>Ability to identify and implement creative solutions to complex problems without recourse to line management</p> <p>Experience of carrying out Section 20 Consultation processes</p> <p>Excellent IT and keyboard skills, including the ability to use MS Office packages</p> <p>Ability to use one's own discretion and initiative when dealing with customers in stressful situations out of the office.</p> <p>Excellent analytical and problem solving skills</p> <p>Ability to communicate with people at all levels</p> <p>Ability to demonstrate empathy in dealing with and resolving dispute situations</p> <p>Ability to meet deadlines and prioritise work.</p> <p>Ability to work as part of a team, organise tasks and work unsupervised.</p> <p>A commitment to equal opportunities.</p> <p>Knowledge of current leasehold legislation</p>	<p>Knowledge of building construction and surveying issues.</p> <p>Knowledge of home ownership issues and / or property purchasing.</p>	Application Form / Interview / Test
-------------------------------------	---	---	-------------------------------------

Any Additional Factors	<p>Full driving licence and access to a car for work.</p> <p>Willingness to work outside normal working hours</p>		Application Form
-------------------------------	---	--	------------------

Prepared by: (Manager)	Date:.....
Approved by: (Personnel)	Date:.....

