

Role Profile – The What, The Where, The How

POSITION	Leasehold & Service Charge Coordinator	GRADE	G6
TEAM	Housing Services / Income Theme	LOCATION	Coastline Housing
VERSION	7	LAST UPDATED	June 2022

THE PURPOSE OF THIS ROLE IS TO

Be the key point of contact for leaseholders, freeholders, shared owners and service charge enquiries to the business; and to maximise the company's income by effectively collecting all income in relation to these customers.

Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

1. Assisting with the collection of all relevant income in relation to leaseholders, freeholders and shared owners, ensuring performance is kept within key performance indicators. This will include carrying out home visits as required.
2. Attending and being involved in internal groups and acting as the key liaison with customers in relation to service charges, in conjunction with the leasehold and service charge manager.
3. Assisting with the provision of legal responses to enquiries relating to sales, notice of assignments, mortgage charges, deeds of variation, leasehold questionnaires and other relevant challenges.
4. Assisting the leasehold and service charge manager with the development, promotion and successful implementation of policies and procedures regarding leasehold, freehold and shared ownership property management and income collection.
5. Being a key link between housing, technical services and development, to ensure a seamless service for customers in relation to their service charges or following purchase of their property.
6. Assisting with queries regarding lease renewal.
7. Enforcing the terms of leases in conjunction with the leasehold and service charge manager.
8. Maintaining a high level of knowledge of relevant legislation and case law. Assisting with consultation as required under relevant legislation, ensuring all departments comply with legal requirements.

9. Assisting the leasehold and service charge manager in ensuring that service charges are applied to meet statutory requirements.
10. Ensuring service charges are calculated and collected according to the terms of the lease or tenancy agreement and dealing with all queries regarding these charges in conjunction with the leasehold and service charge manager.
11. Assisting the leasehold and service charge manager with the mid-year and year-end processes in accordance with legal and regulatory requirements.
12. Assisting shared owners in sustaining their tenancies and liaising with lenders to prevent repossession and protect the company's financial interests.
13. Assisting the leasehold and service charge manager with the preparation of detailed case reports and represent the organisation in legal proceedings at First-tier Tribunals where required.
14. Contributing towards the service improvement plan and improving service delivery and value for money, including learning from best practice, in conjunction with the leasehold and service charge manager.
15. Assisting with identifying all service charge costs accrued by the company each financial year.
16. Assisting with updating the Housing Management System service charge module, including the setting up of new service charge groups for new schemes.
17. Liaising closely with other departments in challenging service charges, with a view to driving costs down for customers, ensuring charges remain affordable.

Person Specification – The Who

PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:
 - Put our customers first
 - Be open, honest and accountable
 - Value each other
 - Strive to be the best
- 5 GCSEs or equivalent at grade C or above, excellent literacy and numeracy and a willingness to undertake professional development;
- Knowledge and understanding of the legislation relating to leaseholders, housing law, service charges and section 20 requirements, and experience working in that environment;
- Experience of working face to face with vulnerable customers, including those with challenging behaviour and drug and alcohol issues; and of handling conflict

and distressed customers with issues such as multiple debts, finding positive outcomes;

- Experience of Microsoft Office applications such as Word, Excel and Outlook and CRM systems;
- Methodical and efficient, with a particular focus on attention to detail, and an ability to work towards a number of targets in a pressured environment;
- Experience of lone working and carrying out home visits;
- Has a full driving licence and a satisfactory basic DBS check.

Some experience in the following would be an advantage:

- A relevant course of study within leasehold management or housing law, such as ILEX, and/or a relevant professional housing or management qualification, such as CIH Level 4 or above in housing practice;
- Knowledge of Housing Benefit and Universal Credit, data protection and human rights legislation;
- Knowledge of the Right to Buy process, and service charge collection from freeholders;
- Experience of attending court hearings;
- Experience of working with CRM and EDMS solutions.

General Obligations - For All Of Us

1. Represent the company positively with all external agencies.
2. Service and support the company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the company's health and safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.

