

ROLE PROFILE

POSITION	Leasehold & Service Charge Co-ordinator		
TEAM	Housing Services / Income Theme	LOCATION	Coastline House
VERSION	6	LAST UPDATED	September 2019

PURPOSE OF ROLE

To be responsible for maximising the Company's income by effectively collecting all income in relation to Leaseholders, Freeholders and Shared Owners, ensuring performance is kept within KPIs and in accordance with the Income Strategy, Policies and Procedures.

KEY ACCOUNTABILITIES

1. To assist with the collection of all relevant income in relation to Leaseholders, Freeholders and Shared Owners, ensuring performance is kept within KPIs. This will include carrying out home visits as required.
2. Attend and be actively involved in internal groups and be the key liaison with customers in relation to service charges, in conjunction with the Leasehold and Service Charge Manager.
3. To assist 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. To assist 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. To be 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. To assist in managing queries regarding renewing leases.
7. Enforce the terms of the lease agreements in conjunction with the Leasehold and Service Charge Manager.
8. Maintain 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. Assist the Leasehold and Service Charge Manager in ensuring that service charges are applied to meet statutory requirements.
10. To ensure service charges are calculated and collected according to the terms of the lease

or tenancy agreement and deal with all queries regarding service charges, in conjunction with the Leasehold and Service Charge Manager.

11. To assist the Leasehold and Service Charge Manager with the mid-year and year-end processes in accordance with legal and regulatory requirement.
12. Assisting shared owners to sustain their tenancies and liaising with lenders to prevent repossession and protect the company's financial interests.
13. Assist 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. To contribute towards the service improvement plan and improve service delivery and value for money, including learning from best practice, in conjunction with the Leasehold and Service Charge Manager.
15. Assist with identifying all service charge costs accrued by the Company each financial year.
16. Assist with updating the Housing Management System service charge module, including the setting up of new service charge groups for new schemes.
17. To liaise closely with other departments in challenging service charges, with a view to driving costs down for customers, ensuring charges remain affordable.
18. Perform other duties as required.

GENERAL OBLIGATIONS (THIS IS STANDARD FOR ALL ROLES)

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.

REPORTING

- Reports to the *Leasehold and Service Charge Manager*

CONTACTS

Internal

- Non-executive directors, executive directors, managers and staff across the Company.

External

- Customers, contractors, customer representatives, residents groups, media and press, housing associations, local authorities, schools, regulators, voluntary organisations, printers, opinion formers, stakeholders etc.

PERSON SPECIFICATION

POSITION	Leasehold & Service Charge Co-ordinator		
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QUALITY	ESSENTIAL		DESIRABLE
Personal Skills	<ul style="list-style-type: none"> • Demonstrate behaviours in accordance with Coastline's values: <ul style="list-style-type: none"> ✓ Put our customers first ✓ Be open, honest and accountable ✓ Value each other ✓ Strive to be the best • Able to effectively manage customers who may be vulnerable and present challenging behaviour • Ability to effectively work under pressure • Excellent interpersonal skills • Self-motivated, organised and ability to use own initiative or work as part of a team • Flexible 'can-do' attitude and ability to respond positively to change • Understanding of the need for tact, diplomacy, sensitivity and confidentiality • Confident and professional manner, being assertive when required • Creative, innovative and an eye for detail • Ability to solve problems • Commitment to customer access and customer service excellence • Good team member 		

<p>Education & Qualifications:</p>	<ul style="list-style-type: none"> • High standard of literacy and numerical skills • 5 GCSEs or equivalent at grade C or above • Willingness to undertake ongoing professional development 	<ul style="list-style-type: none"> • Relevant course of study within leasehold management or housing law eg. ILEX • Relevant professional Housing or Management qualification. eg. CIH Level 4 or above in Housing Practice
<p>Experience, Knowledge and Understanding</p>	<ul style="list-style-type: none"> • Experience of working in a front line customer facing role • A good knowledge and understanding of the legislation relating to leaseholders, housing law, service charges and section 20 requirements. • Experience of working with accounting systems and databases • Knowledge of leasehold and/or shared ownership management and experience of dealing with leaseholders and/or shared owner queries • Experience of working face to face with vulnerable customers including those with challenging behaviour, and drug and alcohol issues. • Experience of handling conflict and distressed customers with sensitive issues such as multiple debts, and finding positive outcomes. • Experience of lone working and carrying out home visits 	<ul style="list-style-type: none"> • Knowledge and understanding of the legislation relating to commercial leaseholders. • Experience of shared ownership management • Knowledge of Housing Benefit and Universal Credit legislation • Knowledge of the Right to Buy process, and service charge collection in relation to freeholders. • Knowledge of data protection legislation • Knowledge of Human Rights legislation • Experience of working with CRM and EDMS solutions • Experience of attending court hearings

<p>Job Related skills</p>	<ul style="list-style-type: none"> • Ability to communicate well both verbally and in writing • Excellent face to face communication skills • Excellent telephone manner and customer care • Ability to listen and understand • Conflict resolution skills, resilience and ability to effectively manage conflict • The ability to work under pressure often dealing with sensitive issues • Ability to prioritise and manage own workload • Excellent organisational and administrative skills • Excellent numerical skills • Discretion and confidentiality • Ability to use Microsoft Office applications such as Word, Excel and Outlook and CRM systems • Ability to work on own initiative, sometimes in isolation • Excellent team player and happy to help with others' workload when required • Methodical & efficient with a particular focus on attention to detail • Ability to work towards a large number of targets in a high pressured environment 	<ul style="list-style-type: none"> • Report production and analysis skills
<p>Other</p>	<ul style="list-style-type: none"> • Full driving licence and access to a vehicle • Ability to attend evening and weekend meetings • Willing to work outside 'office hours' • A Basic Disclosure & Barring Service Check satisfactory to the organisation 	