

# **EPHING FOREST DISTRICT COUNCIL ROLE PROFILE**

**JOB TITLE:**           **Housing Management and Home Ownership – Rent & Service Charge Officer**

## **PURPOSE OF THE JOB:**

Deliver an outstanding service to customers in relation to the setting of accurate service charges for the entire Housing Portfolio.

To undertake an Audit of all blocks and schemes to include supported housing, general needs, shared ownership and leasehold properties to establish and validate levels of services and recharges.

Be responsible for the day to day management of functions within postholder's area and for the delivery of outcomes.

Ensure the Council meets its statutory obligations and that the highest standards of probity and good conduct are continually maintained.

Take collective responsibility for ensuring excellent services are provided to our residents.

Develop, manage and sustain positive relationships with key stakeholders and partners.

Work collaboratively across the organisation to bring about change and improvement to service delivery within finite resources.

## **KEY RESPONSIBILITIES**

### **Corporate**

Ensure our customer service and delivery is excellent and continually improves.

Take responsibility for ensuring that the Council's decisions and policies are implemented.

Participate in projects to achieve the most effective services possible for the community, partners and the Council.

Uphold the Councils governance mechanisms, ensuring appropriate standards of performance, operational effectiveness, probity, safeguarding, risk management, safety, equality and open government are maintained.

### **Service**

Working with the Team Manager, contribute to and implement a strong vision for the service area which delivers ambitious, innovative and forward-thinking approaches.

Working with the Team Manager Home Ownership providing an efficient service by delivering Home Ownership and Property Management Processes.

Identify and implement new initiatives.

Develop and implement a digital focus across processes and service delivery.

Develop transparent processes for the preparation, setting and delivery of service charges to ensure that the organisation recovers money spent on services for its customers.

Take ownership and responsibility for any service charge related complaints/queries from customers ensuring that the customer experience is positive, professional, and timely.

Work alongside other departments across the Council to obtain and calculate accurate recharges each year for tenants and leaseholders using due diligence.

To liaise with the Development Team to set service charges for newly acquired properties.

To use good judgment and arrange refunds or reduction of service charges where there has been a clear failure of service.

To facilitate appropriate payment methods with customers, taking telephone payments, establishing direct debits, standing orders and managed payments where appropriate.

Ensure that accurate, prompt records are made on the CRM system of all interactions with customers and third parties in relation to any tenancy.

To work with staff across the business to monitor and manage service charge expenditure against budget.

Ensure all activities are legislatively compliant, including managing and issuing section 20 notifications in respect of leasehold properties.

These duties and responsibilities should be regarded as neither exclusive nor exhaustive as the postholder may be required to undertake other reasonably determined duties and responsibilities commensurate with the grading of the post, without changing the general character of the post.

## SKILLS/KNOWLEDGE/ATTRIBUTES

<b>Education</b>	<p>Relevant professional qualification or demonstrable equivalent work experience</p> <p>Demonstrate a good understanding of safeguarding issues commensurate with the role.</p>
<b>Experience</b>	<p>Worked within an organisation of comparable scale and complexity; either a local authority or RSL</p> <p>Successful experience of setting and calculating service charges within a Social Housing Environment and full understanding of legal and regulatory requirements around this subject.</p> <p>A good understanding of Social Housing Rents and Leasehold Management.</p> <p>Successful experience of Customer Interfacing, including dealing with complex enquiries.</p> <p>Successful experience in monitoring, reconciliation and control of customer accounts with high attention to detail</p> <p>Proven I.T Skills.</p>
<b>Knowledge &amp; Skills</b>	<p>Ability to establish positive relationships with key stakeholders at all levels of the organisation and partners that generate confidence and</p>

	<p>respect</p> <p>The ability to analyse issues and set them down in a variety of written forms in a clear and concise manner dependent upon the recipient, to include recommendations for action where appropriate.</p> <p>An understanding of the current issues facing local government and possess a degree of political sensitivity.</p> <p>A good understanding of the use of technology for the delivery of modern and streamlined services and processes</p> <p>Well organised and able to cope with heavy workload, using initiative to plan-ahead and prioritise.</p> <p>Intermediate excel skills including formula and pivot tables.</p> <p>Experience of working with internal departments to draw out complex information.</p> <p>Experience of providing reports to senior management.</p> <p>Experience of implementing service improvement.</p> <p>Knowledge of the Landlord and Tenant Act 1985, The Commonhold and Leasehold Reform Act 2002 and all other relevant legislation and the skills to embed this knowledge into processes.</p>
<b>Behaviours</b>	
<b>Trust</b>	<p>Able to demonstrate personal conduct, integrity and credibility that inspires confidence in members, employees, customers, partners and others.</p> <p>Self-aware and understands how own style and behaviour impacts on the performance of others.</p>
<b>One Team</b>	<p>Demonstrate strong emotional intelligence and resilience.</p> <p>Evidence effective communication contributing to a strong team performance.</p> <p>Collaborative approach to knowledge sharing across teams.</p>
<b>Performance</b>	<p>Strong focus on outcomes.</p> <p>Proactive and tenacious in approach.</p> <p>Demonstrate the ability and willingness to drive through continuous improvements in performance/service delivery</p> <p>To be accountable for personal performance, through meeting agreed personal targets and through undertaking planned programmes of professional development.</p>
<b>Innovation</b>	<p>Good judgement, strong analytical skills and the ability to use data and information intelligently and innovatively.</p>

	Demonstrate the ability to adopt a creative and innovative approach to the role.
<b>Customer</b>	<p>Demonstrate a strong customer focus.</p> <p>Demonstrate a strong personal commitment to quality and cost-effective public services, informed by customer and community involvement.</p>
<b>Other Requirements</b>	<p>Strong inter-personal and communication skills, including the ability to consult, negotiate, persuade and influence others.</p> <p>Ability to attend meetings outside of normal working hours.</p> <p>You may be required to attend off site meetings either by public transport, your own means of transport or if available, a council vehicle.</p>