

# Job Pack

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## Leasehold Officer



Lewes District Council



Working in partnership with Eastbourne Homes

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## Location

Thank you for taking the time to look at the details of this post.

Located in the heart of the Sussex countryside and one of the principal towns of the South Downs National Park Lewes offers the best of town and country. It is no surprise that the District is considered among the most desirable places to live and work in the UK.

Lewes town is one of the jewels of the South Downs National Park and the District also possesses many picturesque towns and villages, all with their own unique character.

Whilst nearby Eastbourne is a resort town on England's southeast coast. On the seafront are Victorian hotels, the 19th-century Eastbourne Pier and a 1930s bandstand. Discover a wide range of shops in Eastbourne from high street shopping at The Beacon to the quaint Victorian shopping streets of Little Chelsea, and the boutiques in the Enterprise Centre.

One of the most attractive aspects of living and working in the Lewes and Eastbourne area is the quality of life it has to offer. It is a truly exceptional location. Make the most of the area by enjoying a wide range of activities including country walks, water sports and much more.

Our offices in Lewes and Eastbourne are located close to Train Stations with direct connections to the coast and London. However, the Council provide all the necessary IT and infrastructure to enable home working and maintain a good work life balance

***“The best of town, country and coast”***

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## Job Description

<b>Post Title</b>	<b>Leasehold Officer</b>
<b>Department</b>	<b>Service Delivery</b>
<b>Division</b>	<b>Homes First</b>
<b>Grade / salary</b>	<b>Band C/D</b>
<b>Reports to</b>	<b>Leasehold Manager</b>
<b>Date prepared</b>	<b>November 2018</b>

### Job Purpose

1. To provide assistance to the Property Services function within Homes First by supporting the business and administration processes that underpin the services delivered to leaseholders, shared owners and other stakeholders.

### Key Tasks

1. Act as first point of contact for leaseholders, shared owners, advocates and other stakeholders contacting the department about leasehold and shared ownership matters.
2. Respond to service enquiries received by telephone, email, letter, personal callers, web portal or through an advocate.
3. Ensure that Homes First is fully compliant with the rights and obligations stated in leases and management agreements.
4. Carry out statutory consultation with leaseholders and shared owners, including section 20 of the Landlord & Tenant Act,
5. Be responsible for the calculation and distribution of annual reserve fund calculations.
6. Be involved in the review, implementation and monitoring of all annual service improvement plans for leasehold property under management agreements.
7. Issue commissions to consultants, legal advisors and other experts.
8. Process invoices from supply chain partners and prepare them for authorisation and payment.
9. Be responsible for all leasehold filing including entering data on to property, asset management, customer service and other IT systems
10. Assist with other projects being undertaken by the Property Services Team

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11. Log and monitor Complaints, Freedom of Information Requests, Councillor Enquiries, MP Enquiries in respect of leasehold matters.
  12. Write letters and construct mail merges; compile reports and statistics as required
  13. Deal with solicitors' landlord's enquiries for re-sales for flats, maisonettes and shared ownership properties.
  14. Liaise with the councils' account management teams in the preparation and submission of service charge estimates and bills.

### **Corporate Accountabilities**

1. To promote equality of opportunity in service delivery in line with strategic commitment and corporate policies.
2. To promote a culture that is supportive of the Councils' purpose, aims and values, and to take all reasonable steps to maintain good employee relations
3. Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Council's activities
4. To understand and apply the council's Data Protection and Data Quality policy and procedures
5. Any other duties commensurate with the nature of the post.
6. You will be required to support Eastbourne Borough and Lewes District Councils' corporate priorities and to ensure business continuity e.g. emergency response, elections, deployment to critical services.
7. To work within the councils' Core Competencies Framework. Central to the delivery of the role are the values and behaviours set out below. These are shared by all employees and applied to everything we do. The bullet points for each competency are examples of performance required:

### **Core Competencies**

Sharing the Vision – Shaping the Future	<ul style="list-style-type: none"> <li>• Understands the Council's purpose, goals, objectives and</li> </ul>
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	<p>values, and is willing to behave consistently with them.</p> <ul style="list-style-type: none"> <li>• Knows the strategic direction of the Council and acts in support of it.</li> </ul>
Communicating Well	<ul style="list-style-type: none"> <li>• Contributes to and participates in an organisation where high quality information flows smoothly both internally and externally. Works positively to gain understanding from others.</li> </ul>
Driving Improvement, Performance and Results	<ul style="list-style-type: none"> <li>• Takes responsibility and ownership for decisions, actions and results.</li> <li>• Takes actions to improve skills, knowledge and level of contribution.</li> <li>• Seeks and delivers high standards for self, team and Council.</li> </ul>
Self-management – self-motivated and professional	<ul style="list-style-type: none"> <li>• Is organised and uses time and technology efficiently. Adopts a flexible approach to change.</li> </ul>
Delivering for our Customers	<ul style="list-style-type: none"> <li>• Demonstrates a desire to identify and give priority to meeting the needs of internal and external customers, generating high levels of customer satisfaction.</li> </ul>
Working Together	<ul style="list-style-type: none"> <li>• Actively contributes to team working, sharing information, valuing the input of others. Works cooperatively and is committed to building productive, positive relationships.</li> <li>• Demonstrates commitment to achieving overall team objectives.</li> </ul>

**This job description sets out the duties of the post at the time it was drawn up. Such details will vary from time to time without changing the general character of the duties or the level of responsibility involved.**

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## PERSON SPECIFICATION FOR LEASEHOLD OFFICER

### QUALIFICATIONS

<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"><li>• Minimum of four GCSEs or equivalent at grade C or above inclusive of English and Maths</li></ul>	<ul style="list-style-type: none"><li>• Business / Office Administration qualification</li><li>• Degree / Diploma / NVQ in property management, property law or related discipline</li><li>• Membership of relevant professional body</li></ul>

### TRAINING

<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"><li>• Customer care</li><li>• Complaints handling</li><li>• Microsoft Office applications</li></ul>	<ul style="list-style-type: none"><li>• MS Word and Excel at Intermediate level or above.</li><li>• PowerPoint</li><li>• MS Project</li></ul>

### SKILLS & ABILITIES

<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"><li>• Methodical at co-ordinating, planning and prioritising work</li><li>• Good accuracy in literacy and numeracy</li><li>• Resilient, calm and effective under pressure</li><li>• Able to manage customer expectations</li><li>• Professional approach</li><li>• Self-motivated</li><li>• Positive attitude to change</li><li>• Problem solving abilities</li><li>• Good listener with empathetic attitude</li></ul>	

<ul style="list-style-type: none"> <li>• Able to handle confidential and sensitive information appropriately</li> <li>• Effective at complaint handling</li> <li>• Able to understand policies and procedures and make decisions accordingly</li> </ul>	
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**KNOWLEDGE**

<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Understanding of landlord and tenant law.</li> <li>• Basic business administration functions/processes</li> <li>• Understanding of property management and lettings in mixed tenure portfolios</li> <li>• Understanding of typical terms in residential property leases.</li> <li>• Understanding of the key rights and obligations of parties to residential property leases.</li> <li>• Understanding of the processes and key stages relating to purchase and sale of residential property.</li> <li>• Understanding of the landlord’s obligations to consult with leaseholders about major repairs.</li> </ul>	<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Understanding of building maintenance and contract terminology</li> <li>• Understanding of landlord tenant law</li> </ul>
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**5. EXPERIENCE**

<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Engaging with customers by telephone, email and in person.</li> <li>• Working with suppliers like contractors and consultants</li> </ul>	<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Work experience within the building maintenance or property management sectors.</li> </ul>
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<ul style="list-style-type: none"> <li>• Working effectively as part of a team</li> <li>• Handling customer complaints effectively</li> <li>• Letter writing</li> <li>• Using spreadsheets</li> <li>• Data entry onto IT systems</li> </ul>	<ul style="list-style-type: none"> <li>• Working in a public service environment</li> <li>• Use of property management databases</li> <li>• Use of purchase order systems</li> <li>• Mail merges</li> <li>• Working with lawyers</li> <li>• Preparing property information for new leases, property sales and purchases.</li> </ul>
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**6. PHYSICAL, LEGAL AND OTHER REQUIREMENTS**

<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Willingness to work within the councils’ core competency framework</li> <li>• An engaging, enthusiastic and positive manner with a strong “can do” approach</li> <li>• Flexibility to attend meetings outside of working hours</li> <li>• Occasional fieldwork in customers’ homes, suppliers’ premises and other EBC and LDC offices</li> </ul>	<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>•</li> </ul>
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***All staff must be prepared to have an understanding of the Equal Opportunities, Customer Care and Health and Safety policies. Managers in particular, must have a commitment to implement and abide by these policies.***



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# TERMS AND CONDITIONS

Lewes District and Eastbourne Borough Councils have been on a transformational journey to fully integrate services. This has involved integrating staff teams, processes and systems whilst still retaining sovereignty of the individual councils.

The employer will be Eastbourne Borough Council.

## Duration

This is a permanent contract.

## Conditions of Service

The conditions of service for this post are for the National Joint Council (NJC) for Local Government Services. The post is graded Band C/D.

## Salary

The spinal column points (SCP) for the post are as follows for 37 hours:

SCP 14	£23945	SCP 19	£26437	SCP 24	£29174
SCP 15	£24423	SCP 20	£26966	SCP 25	£30095
SCP 16	£24911	SCP 21	£27505	SCP 26	£30984
SCP 17	£25410	SCP 22	£28056		
SCP 18	£25919	SCP 23	£28226		

## Hours

The hours for this post are 37 a week for the full time post and 15 a week for the part time post. These will be worked within operational requirements. Actual starting and finishing times will be agreed with your manager. Within these boundaries the Council operates a flexitime scheme for all but Heads of Service. Details will be supplied to the successful candidate upon appointment.

## Place of Work

Your normal place of work will be from home, however you will be required to attend the offices at either Eastbourne or Lewes, or such other places within the boundaries of Lewes District and Eastbourne Borough as may be reasonably required.

In particular, you will be required to:

- Budget for and cover the costs of all expenses incurred (including travel costs) to attend Team Meetings or Events, as well as for training at any of the Councils' sites.
- Budget for and allocate time to travel to appointments in the Councils boundaries where required. For example, visits that need to be performed as part of your role and cannot reasonably or appropriately be carried out remotely.
- Budget for and cover all postage costs (including return postage from Councils sites to your home) for all IT and other work equipment, when this needs to be replaced or

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- updated. This includes but is not limited to, your work phone/headset and your laptop, such as for updates to software that need your laptop onsite connected to the LAN.
  - Continue to participate in all meetings as reasonably required, such as 121 meetings, team meetings, attendance management meetings, or consultations on any proposed changes, such as restructures. Where possible and appropriate, these meetings will be conducted remotely but where it is not possible or it is deemed inappropriate for the meeting to be conducted remotely, you will be required to cover all expenses incurred (including travel) for your attendance at said meetings.

### **Probationary Period**

All posts are subject to a six months' probationary period where your suitability for the post will be assessed. During this time your progress will be reviewed and discussed with you at regular intervals.

### **Casual User Car Mileage**

You will be entitled to mileage as a casual user on official business. This mileage is reviewed annually.

### **Annual Leave**

The leave year runs from 1 April to 31 March and entitlement varies with length of service. The current minimum entitlement is 25 days. This increases to 29 days in the leave year following completion of five years' service. Subject to the demands of the post, you will normally receive additional paid leave on each Public Holiday.

An employee who starts part way through the year will receive a proportion of the basic holiday entitlement. For operational reasons some Service Areas have to restrict the maximum amount of holiday taken at any one time and its timing in the year. Holiday commitments entered into before taking up an appointment will be honoured wherever possible.

### **Notice Period**

The contract of employment applicable to this post will specify a minimum period of one calendar months increasing to two calendar months when paid from SCP 23, to be given by either side.

### **Pension**

We provide membership of the Local Government Pension Scheme (LGPS) to employees aged under 75 who have a contract of employment that is for at least 3 months. The LGPS is a qualifying pension scheme, which means it meets or exceeds the government's standards.

All employees are automatically entered into the Local Government Pension Scheme unless they choose to make alternative provision for pension. Scheme members contribute the percentage of salary as set out in the table below. We will also make an employer's contribution to the scheme.

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The contribution bands with effect from 01 April 2022 are:

Pay Range	Contribution
Up to £15,000	5.50%
£15,001 to £23,600	5.80%
£23,601 to £38,300	6.50%
£38,301 to £48,500	6.80%
£48,501 to £67,900	8.50%
£67,901 to £96,200	9.90%
£96,201 - £113,400	10.50%
£113,401 - £170,100	11.40%
£170,101 or more	12.50%

The pay ranges will be increased each year from 01 April in line with inflation.

Based on the salary for this role, the contribution will be 6.5%