

JOB DESCRIPTION

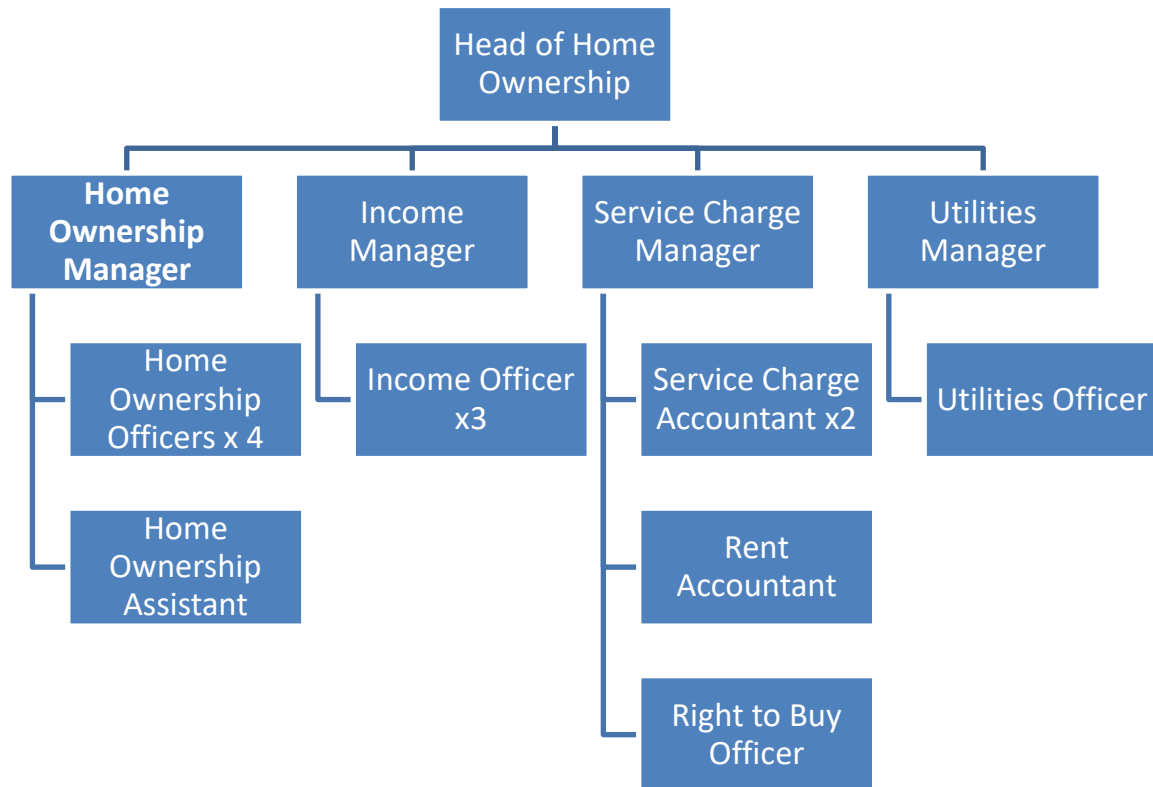
Job Title	Home Ownership Manager
Position Number(s)	
Department	Neighbourhood Services
Section or Service	Home Ownership
Grade	HMgn151 (£41,200 - £55,800, midpoint £48,500)

DESIGNATION:

Responsible to:	Head of Home Ownership
Employees directly supervised (if applicable):	Five

Family Tree:

Indicate by means of a diagram the position of job within the organisation or attach an organisation chart.



1. JOB PURPOSE:

Main Purpose:

1. To manage and develop a team of Home Ownership Officers managing approximately 2,600 leaseholder and freehold properties.
2. Deputise where required for the Head of Home Ownership.
3. Responsible for the successful compliance and service of all S20 notices, working closely with Property Services to ensure the delivery of the capital programme and that all major works income is protected and maximised (circa £12m annually).
4. Represent the Council at Court Hearings/the tribunal and develop strong relationships with all stakeholders.
5. To lead on the replacement of Fire Door sets and processing of fire risk actions to ensure compliance.
6. To lead on homeowner engagement, working closely with Community Investment and Neighbourhood Management.
7. To lead on addressing and resolving disputes and formal complaints from all leaseholders and freeholders.
8. To lead on benchmarking the service, ensuring continuous development and adhering to best practice.
9. Facilitating the quarterly Homeowner Panel, with view to building strong links with homeowners and Resident Associations.
10. To ensure that Home Ownership policies are up to date and to lead on the development of any new policies and procedures.

2. DESCRIPTION OF DUTIES:

Principal Duties:

1. To be the Home Ownership lead on any Major Works projects from the feasibility stage to the conclusion of the final account. Incorporating: residents' meetings, Section 20 consultation, observations, repayment options and to generally oversee the project, representing the homeowners' views and ensuring that the project is fully compliant with the relevant legislation and codes of best practice.
2. To provide support, guidance and training to the Home Ownership Officers ensuring that a fully functioning team has clear goals and objectives directly linked to the Service Plan and ultimately the Business Plan.
3. To lead on the full implementation and utilisation of a dispute resolution policy, maximising income to the HRA and reducing the bad debt provision.
4. Responsible for ensuring incorrect charges are adjusted, leading on the process and providing guidance to the team and ensuring any lessons learnt are implemented.
5. Responsible for providing high quality Pre-Sale Enquiry packages within the agreed timescales maximising income and to review the fees charged periodically.
6. Ensuring that the Home Ownership Officers respond to enquiries from homeowners or their legal representatives, in respect of their leases and associated obligations, in a timely and professional manner.

7. Ensuring the Homeowner Panel is fully serviced i.e. room bookings, agenda setting, presentations, minutes taken etc.
8. To provide expert advice, support and assistance to other sections within the Council and to provide information to other sections about how they can support residents' involvement initiatives led by the residents' involvement team.
9. To lead on ensuring leaseholders are informed about their responsibility to install a compliant fire doorset, appropriate action is taken, and regular reporting is available.
10. Ensure that all Leaseholders and freeholders are provided with a range of services and develop close working relationships with all clients, particularly Property Services, Community Investment, Customer Services and Neighbourhood Management.
11. Lead officer for joint working with all departments within the Council in the development of new leases and sales.
12. To provide a full reporting suite on all Home Ownership matters, analysing the trends demographically, culturally and statistically. Ensuring that reports are readily available to the management teams.
13. Lead on the reviewing and development of policies, procedures and processes in compliance with the Legislation and Service Plan. Benchmark the data to ensure best practise is adhered to and to represent the Council at HQN's Leasehold Excellence Network (LEN) and other forums.
14. To lead on the benchmarking of additional services to homeowners, developing an action plan to introduce services at the Council, creating new income streams.
15. To continuously improve the workflows on CRM and lead on the imbedding of CRM across teams for statutory consultation purposes.
16. To assist with record keeping of service charge information and leaseholder files, and to carry out general administrative duties within the team, as necessary.
17. To work closely with the council's Legal Teams on First Tier Tribunal applications, notices of assignment and breaches of covenant.
18. To inform and liaise with Property Services in respect of alterations.
19. To address any enquires relating to Service Charge or Major Works final accounts in liaison with Property Services and Repairs.
20. To meet with homeowners (either at their home or our offices) to discuss and clarify any complex issues.
21. To liaise with other sections of the Council to obtain all information necessary to administer the above duties.
22. Responsible for writing policy, procedures and reports for any internal or external forum on residents' involvement issues. To provide support and advice to the Residents' Involvement and any other Committees.

- 23. To represent the Council at external events.
- 24. Filing and retrieving of documents and invoices, management of the archive and its documents.
- 25. To carry out any other appropriate duties that are in line with the purpose and grade of the job, as directed by the line manager.

I agree to the above job description

Post Holder.....
Date.....

Head of Service.....
Date.....

3. DIMENSIONS:

(WHERE APPROPRIATE)

Quote figures which give a picture of the job as follows:

(a) Annual budgetary amounts with which the job is either directly or indirectly concerned

The role will be responsible for issuing S20 notices protecting income of circa £12m annually.

(b) Any other statistics relating to the work

I agree to the above job description

Post Holder..... **Date**.....

Director / Chief Officer..... **Date**.....

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Home Ownership Manager
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all Council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	<p>Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.</p>
B	<p>Qualifications</p> <p>Essential:</p> <p>Desirable:</p> <ul style="list-style-type: none"> • Professional qualification with evidence of continuous professional development (CPD) • Management qualification
C	<p>Skills; Experience and Attitude</p> <p>Essential:</p> <ul style="list-style-type: none"> • At least three years' experience of working in a social housing environment in a similar or related role and in a management position. • Excellent customer care skills. • Highly organised and methodological approach to tasks. • Able to work effectively as part of a team and provide support and guidance to other team members.

	<ul style="list-style-type: none"> • Excellent verbal and written communication skills at all levels and in all situations with staff and the public. • Ability to liaise and negotiate effectively with residents. • Ability to work with minimum supervision, show initiative and make sound decisions. • Proficient in the use of Microsoft Office. • Detailed knowledge of the Housing Acts, Landlord and Tenant Acts (with specific emphasis on S20) and the Commonhold and Leasehold Reform Act, and how they relate to public sector leasehold management and service charges. • An excellent knowledge of residential leases, freehold transfers and covenants. • Good knowledge of service charge and major works calculation. • Good knowledge of construction contract specifications. • Knowledge of home ownership arrears issues and processes. • Ability to lead and manage a team through change. • Ability to understand the relevance of the job in relation to corporate performance. • Ability to compile cases in preparation for court or tribunal and to represent the council at these forums. <p>Desirable:</p> <ul style="list-style-type: none"> • Knowledge of Academy Housing system (Capita)
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Our Values & Behaviours	
D	<div style="background-color: #00bcd4; border-radius: 10px; padding: 5px; text-align: center; margin-bottom: 10px;">PUTTING COMMUNITIES FIRST</div> <ul style="list-style-type: none"> • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	<div style="background-color: #009688; border-radius: 10px; padding: 5px; text-align: center; margin-bottom: 10px;">RESPECT</div> <ul style="list-style-type: none"> • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs.

	<p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
<p>F</p>	<div data-bbox="256 394 831 474" style="background-color: #00AEEF; color: white; text-align: center; padding: 5px; border-radius: 10px; margin-bottom: 10px;"> <p>INTEGRITY</p> </div> <ul style="list-style-type: none"> • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued.
<p>G</p>	<div data-bbox="256 931 783 1012" style="background-color: #00AEEF; color: white; text-align: center; padding: 5px; border-radius: 10px; margin-bottom: 10px;"> <p>WORKING TOGETHER</p> </div> <ul style="list-style-type: none"> • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.