

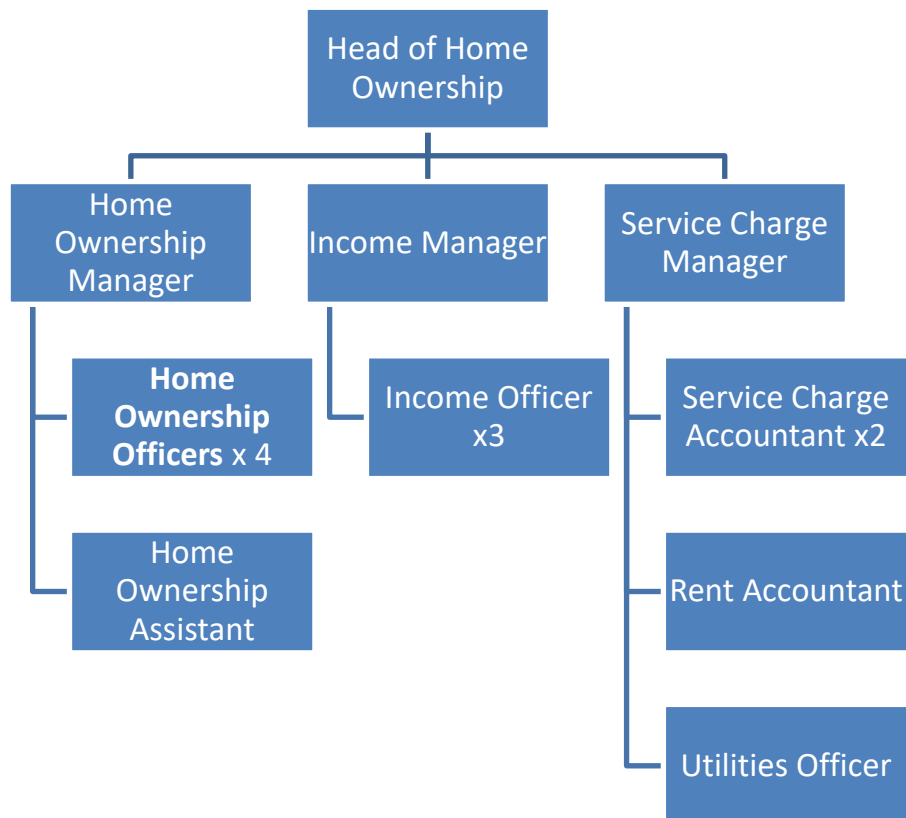
JOB DESCRIPTION

Job Title	Home Ownership Officer
Position Number(s)	
Department	Neighbourhood Services
Section or Service	Home Ownership
Grade	HMgn221 (£29,000 - £39,200, midpoint £34,100)

DESIGNATION:

Responsible to:	Home Ownership Manager
Employees directly supervised (if applicable):	N/A
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:

Manage a patch of homeowners' accounts. To provide a high quality service to your customers, ensuring that they are managed in accordance with the terms of their leases, transfer documents, legislation and best practice. Dealing with all matters relating to the lease with a real focus on building relationships and resolving disputes, ensuring that risk is effectively managed.

2. DESCRIPTION OF DUTIES:

Principal Duties

1. Provide all home owners within an allocated patch with a range of services in line with RBKC's values and develop close working relationships with all clients, particularly the Property Services team, Community Investment, Customer Services and Neighbourhood Management.
2. To deal with enquiries and challenges from home owners regarding service charges and ground rents; To investigate and resolve disputes arising from service charges, service agreements or other lease issues and checking estimates and final accounts for anomalies.
3. To support the Home Ownership Manager in the management and delivery of the service across Housing Management, assisting with the development and review of policies and procedures and to contribute towards the departmental service plan.
4. To oversee the Right to Buy process and ensure that all deadlines are met and applications are acknowledged and progressed in line with legislative guidelines.
5. To provide pre-sale information packs and to respond to all supplementary solicitor and re-mortgage enquiries, working to strict deadlines, delivering an excellent service to homeowners, stakeholders and their representatives with a view to minimising any financial and legal risks and maximising income and customer satisfaction.
6. To work closely with Property Services identifying current and future planned works to produce accurate major works 5 year estimates, ensuring that we protect the landlord from any possible future challenges through managing and controlling risk.
7. Liaising with the Service Charge Accountant to ensure that solicitors are aware of outstanding major work final accounts; to assist homeowners in understanding their leases, rights and responsibilities and service agreements.
8. Undertake formal and informal Section 20 Major Work consultation from feasibility stage to the conclusion of the works; To work closely and assist Property Services and other departments to identify the need for formal consultation under s.20 in respect of qualifying works, protecting the landlord from any potential financial loss or legal challenges by

making an informed decision based on risk and consultation triggers.

9. To check and verify that the s.20 consultation memo and information received from other teams are accurate and processed through CRM. Then to prepare and issue the relevant statutory notices ensuring they are in strict compliance, minimising the risk to the landlord of recovering due sums and the reputational risk of non-compliance.
10. To collate and monitor all observations received and liaise with the instructing officer to ensure that these observations are answered in accordance with statutory deadlines and that Capita housing and CRM are updated accordingly; To attend and arrange contractor meetings with homeowners individually or collectively outside of the statutory consultation to discuss any specific queries or concerns about the project.
11. To ensure that s.20B notices (Landlord & Tenant Act 1985) are issued within 18 months of incurring the cost to comply with the statutory time limit.
12. To attend daytime and evening meetings with contractors and residents and to ensure that the Housing Management housing systems are updated at all times.
13. To determine when to log major works and service charge cases as disputes. To manage the process in accordance with Housing Management's Dispute Resolution Policy, to enable effective recovery of arrears and the settlement of protracted and entrenched dispute. To meet with Homeowners & Resident Associations' to discuss and resolve disputes through internal dispute processes, ensuring customer satisfaction and promoting collaborative working.
14. To meet with Homeowners & Resident Associations' to discuss and resolve disputes through internal dispute processes, ensuring customer satisfaction and promoting collaborative working.
15. To assist with record keeping of service charge information and leaseholders files by keeping the electronic document management system (CRM) up to date and managing archives and its documents.
16. To work closely with RBKC's Legal team on challenges to the Tribunal, Deeds of Variation, Lease extensions, Notices of assignment/charge, Enfranchisement and Breaches of covenant.
17. To oversee the lease extension applications and liaise with relevant teams to ensure that applications are progressed timely and relevant funds are collected.
18. To organise, attend and chair localised Homeowner Surgeries and Resident Association meetings, building strong links between communities and the landlord.
19. To inform and liaise with Property Services in respect of alterations and to take appropriate action where unauthorised alterations have taken place. To assist Property Services with all

applications requiring permission under the lease, ensuring responses are sent in accordance with prescribed timescales.

20. To provide support and advice to Community Investment to encourage home owners' participation through formal and informal channels ensuring there is the opportunity to influence the service and participate in decision making that relates to their home, estate and their community.
21. To assist home owners with building insurance queries and process liability claims where insurance claims are initially rejected, working closely with the Repairs Department and the Borough's Insurance Department.
22. To liaise with Repairs to ensure that complex repair issues are resolved in a timely fashion.
23. To assist Neighbourhood Management in resolving Leasehold ASB cases.
24. To carry out any other appropriate duties 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**
- (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 Officer
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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	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.
B	Qualifications Essential: Desirable: IRPM or CIH Member
C	Skills; Experience and Attitude Essential: <ul style="list-style-type: none"> • At least three years' experience of working in a social housing environment in a similar or related role. • Excellent customer care skills. • Detailed knowledge of best practice, the Housing Acts, Landlord and Tenant Acts and the Commonhold and Leasehold Reform Act. • Comprehensive understanding of s.20 consultation, in particular risk and compliance. • A good knowledge of residential leases and freehold transfers. • Excellent verbal and written communication skills at all levels and in all situations with

	<p>staff and the public.</p> <ul style="list-style-type: none"> • Ability to negotiate and resolve disputes. • Ability to compile cases in preparation for court or tribunal • Understanding of 'value for money' and performance statistics. • IT literate and competent with MS Office. • Ability to work on own initiative without supervision and as part of a team. • Ability to manage own time and deal confidently with changing priorities and pressures. <p>Desirable:</p> <ul style="list-style-type: none"> • Knowledge of Academy Housing system/Capita • Good MS Excel skills
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Our Values & Behaviours	
D	<div style="background-color: #00a0e3; color: white; padding: 5px; text-align: center; border-radius: 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: #00b050; color: white; padding: 5px; text-align: center; border-radius: 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.

F	<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.
G	<div data-bbox="256 730 785 801" style="background-color: #00a651; color: white; text-align: center; padding: 5px; border-radius: 10px;">WORKING TOGETHER</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.