



Role Profile

Job Title: Assistant Right to Buy & Leasehold Officer	Grade/ Level: L	Post Number: CH6552
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Directorate: Adults	Job Family: Housing	Date Prepared: June 2018
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Role reports to (Job Title): Housing Strategy and Development Manager
 *Please attach an organisation chart showing where this job reports within the structure.

Job Purpose:
 To assist with the property and estate management of the Council's Housing right to buy sales; Housing leaseholder estate and provide a comprehensive support service to the Property Assets team

Key Accountabilities:

1. Assisting with Right to Buy house sale applications
2. Assisting with Housing leaseholder tenancy queries
3. Administering Government Regulations and Council Policy relating to the charges made to leaseholders of Council flats/maisonettes and dealing with queries that arise.
4. Manage and Administer settlement accounts (invoicing and refunding) for both in year assignments and annual end of year by obtaining information from other Council departments relating to incurred maintenance costs, insurance and payments
5. Assisting with the completion of small land sales and access/compound/garden licence agreements
6. Maximise opportunities to improve the effectiveness and efficiency of the administration of the estate management of the Council's property portfolio
7. Assist with the identification and negotiation of purchase of residential properties within which the Council holds an equity share and then subsequent disposal of the properties
8. Arranging for repair and maintenance to be undertaken in accordance with tenancy agreements and ensuring they are undertaken and recharged appropriately to the correct budget cost centre.
9. Following up compliance checks on properties held with the property portfolio and securing relevant reports as required by the Property Assets team officers
10. In accordance with the provisions of the Health and Safety at Work Act etc, take reasonable care for the health and safety of themselves and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council so far as is necessary to enable the Council to perform or comply with its duties under any statutory health and safety provisions
11. Assist with the review and interpretation of terms and conditions of land ownership and lease records both original and electronically held records within the Councils Geographical Information System (GIS) as required for the management of the property portfolio.
12. Carry out such other duties as directed by the Head of Property Assets appropriate to the grading level of the post.

Supplementary Accountabilities:

1. Supporting other property services team members in the estate management of the operational and investment portfolio
2. Assist with the transfer of properties from one tenant to another or from one tenant into the Council's operational portfolio and ensuring notification of necessary information is provided to relevant departments
3. Prepare service charge budgets for commercial properties and undertake annual reconciliation of charges and responding to queries from the Councils commercial tenants
4. Assist with the negotiation of easements, way leaves and rights of way over Council land and property.
5. Assisting with plan preparation, property measurement and marketing of the Councils properties
6. Administering landlord meter readings for electricity, gas & water for commercial and agricultural properties. Providing instructions for utility services to be connected/disconnected

Job Scope: No & type of jobs Managed:

None

Budget:

Contribute towards the management of Service Charge budgets for the Leaseholder estate with a monetary value totalling several thousand pounds.
Assisting with Right to Buy housing sales each property with a value of up to £200K

Knowledge & Experience:

- Relevant experience in a professional property office handling an extensive and varied portfolio
- Experience of dealing with a variety of different Council departments, elected member and tenant queries and a wide range of people at all levels including and their professional advisors eg solicitors
- Computer literate with preferred experience of IT systems, Task, IBS Housing, Microsoft Excel & Word and GIS databases.
- Ability to accurately record and retrieve data on a PC.
- Requirement to drive and possession of a full current driving licence, in order to carry out site visits and meetings or ability to travel around the Borough in a timely manner.
- Good written and communication skills.
- Must be fluent in the English language (as a requirement of Part 7 of the Immigration Act – for the effective performance of a customer-facing role).
- Good numerical skills
- Ability to work to achieve challenging and time driven outputs.

Decision Making:

- Comply and help to improve where possible all work undertaken within the Property Assets team
- Interpreting tenancy agreements to ascertain responsibility for repair obligations and where necessary providing instructions for repair and maintenance of parts of the property portfolio

Contacts and Relationships:

- Writing letters and emails, both in standard form and individually tailored, to members of the public, Council officers and Members, and to other professionals (e.g. surveyors, solicitors,

architects).

- To ensure that effective working relationships are established and maintained with such contacts.
- Communicating effectively with officers; members of the public, tenants, contractors and presenting information to informal groups
- Contact at meetings, by telephone and in writing with:
 - Elected Members (case by case)
 - Directors (case by case)
 - Officers (daily)
 - External customers and stakeholders (daily)
 - Members of the public (daily)
 - Professional advisors to external customers, tenants, stakeholders, developers (e.g. surveyors, solicitors, architects to Partner level) (case by case)
 - Marketing agents (case by case)
 - Ombudsman (case by case)

Creativity & Innovation:

- Capable of receiving instructions and acting upon those using own initiative where necessary
- Assisting with the interpretation of legal agreements and relaying this to other Council officers and where instructed to do so to other third parties

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

Employee Signature:

Print Name:

Date

Line Manager's Signature

Print Name:

Date: