

Leasehold Officer – Care and Support Operations

Overview	
Role Purpose	Care and Support (C&S) aspires to be the leading provider of supported housing within NHG's geographical footprint, playing a key role in reducing the challenges our customers face. You will be the principle housing contact for your retirement leaseholders, whose needs will range from developing support plans with customers to agree processes for settlement into the service and on-going support that achieves positive outcomes for individual customers. You will deliver housing management services specialised to Leaseholders, ensuring service charges and ground rent is collected and the arrears process is followed. You will assist in the process of the sale of flats by issuing sellers packs and being the contact between the Resales team and the incoming purchaser/their solicitor while ensuring that there are no delays which may hinder the process. You will need to consider at all times their needs and vulnerabilities and putting them at the heart of our service. You will ensure a safe, supportive environment by reporting repairs and managing the health, safety and cleanliness of the scheme. By developing superb relationships with customers and local stakeholders, you will be key to upholding NHG's reputation and helping us achieve our aspirations.
Responsible for	Delivering a person-centred housing management service for Retirement Leasehold schemes. Supporting the Resident Promise and ensuring excellent service delivery.
Reports to	Housing Delivery Manager
Line management	General Assistants, if applicable.
Tier	Tier 9
Expectation Level	Colleague
Role relationships	
Internal	C&S colleagues, resales, assets and regeneration teams including repairs, finance colleagues, rents and service charges team.
External	Customers, contractors, solicitors, estate agents, family members

Role accountabilities

Person-centred housing delivery

You will be the key NHG contact for anything relating to your residents' homes. You will build and maintain excellent relationships with residents, offering an empathetic and personal housing service.

You will:

- Welcome new customers to the scheme and issue a welcome pack. Complete resident introduction to the scheme, identifying the communal areas, emergency alarms and other equipment eg Tunstall, relating to Health & Safety both in the home and communal areas and demonstrate how to use them as appropriate.
- Assist customers with understanding of responsibilities under the terms of the lease and explaining the service charges, sinking fund and payment methods.
- Support customers to assess their needs, understand and manage their risks, capture their goals and monitor progress towards them and keep the support plan up to date in our case management system.
- Undertake resident assessment forms for prospective purchasers/occupiers when required, informing solicitors of NHG decision so that sale can/cannot progress.
- Meet with residents in their homes at least twice per year, ensuring that support plans are up to date and checking key information we hold on behalf of the resident.
- Undertake regular welfare checks, risk assessments and wellbeing plans (in accordance with local procedure) to ensure that customers are safe and well.
- Deal with complaints and anti-social behaviour in line with NHG policy. Involve residents wherever possible e.g. feedback on contractors, service planning and improvement plans.
- Acknowledge any customer concerns, responding and/or escalating as required to the Housing Delivery Manager.
- Holding regular residents' meetings and communicating effectively updates to policies, budget preparation and seeking feedback from residents.
- Work with and draw upon central C&S resources to improve services to customers and whole schemes as needed.

Property management

- Property management: repairs
- Report and manage repairs, in communal areas in line with NHG policies, standards and the resident promise.
- Raise work orders, update residents, liaise with contractors and ensure work is completed to the customers' satisfaction.
- Oversee the work of contractors and feed into contract management frameworks to ensure continuous improvement.
- Lead customer consultation on cyclical maintenance and improvement plans, working with your manager and colleagues in the assets department to resolve any issues arising.
- Liaise with the appropriate services or departments to arrange consent for property improvements and adaptations for those with physical and/or sensory needs, in line with the requirements of the lease and appropriate policy.

Property management: health and safety

- Be the main contact for the scheme providing access to contractors (and the handyperson where applicable).
- Follow up on actions required from Fire Risk Assessments (FRA) in agreed timescales and submit evidence required in a timely fashion.

Role accountabilities

- Ensure that entry and exit points are regularly monitored and that communal facilities remain secure.
- Contribute to a safe working environment by being diligently carrying out health and safety duties as required by your manager, in line with Notting Hill Genesis's policies, procedures and best practice. Work with stakeholders, internal and external, to address any safety concerns.

Property management: Income collection

- Establish a good service charge payment culture in your customers helping them to identify the best, most cost effective method of payment.
- Monitor income collection at your schemes and take appropriate action to recover debt swiftly, referring cases for legal action where appropriate.
- Work closely with the Resales team in ensuring the completions process is followed and new and former Leaseholders accounts are reconciled and sinking fund monies are coded to the scheme.

Property Management: Service Charge Setting

- Support your manager to set service charges each year and lead customer consultation at your sites through resident budget meetings.
- Raise and code purchase orders accurately to ensure budgets are transparent.
- Ensure that documentation in respect of service charge expenditure is available for customers to view when the actuals are sent out.
- Monitor purchase orders throughout the year, flagging unexpected, unbudgeted or significant expenditure with your manager for review.

Property management: communal areas

- Maintain communal areas, ensuring they are clean and inviting and enabling customers to make best use of these spaces.
- Facilitate the use of the communal areas for activities that enhance the offer for our customers, in line with their expressed wishes

Team working

- Support colleagues and managers to respond appropriately to emergencies.
- Plan your time to be efficient and productive; maximise customer facing time; use workplace tools and systems effectively, including all relevant IT systems.
- Work collaboratively with team members across the Leasehold team, attending monthly meetings and sharing knowledge and information and providing support and motivation to new staff.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Experience (executive)

Essential

- Experience of organising residents' meetings and communicating

Desirable

- Experience of providing feedback to preparation and seeking feedback from residents.

• Of dealing with complaints and anti-social behaviour • Of conducting welfare checks, risk assessments and wellbeing plans • Of dealing with emergency alarms and other equipment eg Tunstall, relating to Health & Safety both in homes or similar systems and fire risk assessment • Of raising and managing repairs including communal area • Of Income collection • Of supporting colleagues and managers to respond appropriately to emergencies	• Of undertaking assessment for prospective purchasers/occupiers • Of dealing with emergency alarms and other equipment eg Tunstall, relating to Health & Safety both in homes or similar systems and fire risk assessment • Of raising and managing repairs • Of Income collection • Of supporting colleagues and managers to respond appropriately to emergencies
Professional expertise (know how & experience)	
Essential	Desirable
• Experience providing a customer focused service, providing services to customers with needs similar to the service's remit. • Good working knowledge of the service's customer group	• Experience working alongside multiple teams/agencies
Skills	
Essential	Desirable
• Strong interpersonal skills; friendly, approachable, professional • Clear, concise and accurate written and verbal communication skills • Able to maintain sensitive information appropriately • Able to apply relevant legislation, policy and best practice • Effective IT skills including basic MS Office skills, Northgate or similar	• Effective IT: Northgate (Training will be provided) • Able to apply relevant legislation, policy and best practice
Qualifications and/or professional membership	
Essential	Desirable
Essential: Numeracy and literacy skills equivalent to NVQ2 qualification.	Desirable: Social care or similar qualification/accreditation relevant to the customer group at the service.

NHG Expectations
NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation. This role is a colleague expectation level and therefore you should refer to the attached expectation profile in addition to this role profile. The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.

Safeguarding

Any appointment to this post is conditional upon and subject to:

- Basic certificate (criminal record check) issued by the Disclosure and Barring Service (DBS)