

# Leasehold Manager - London Living Rent Operations Directorate (Home Ownership)

Overview	
<b>Role Purpose</b>	To manage and empower a team of staff delivering all aspects of a customer focused and compliant leasehold and property management service within a local area.
<b>Responsible for</b>	<ul style="list-style-type: none"> <li>Overseeing all aspects of a leasehold, tenancy, and property management service for NHG's customers within your team's area.</li> <li>Managing and coaching a team made up of Leasehold Property Management Officers, London Living Rent Property Management Officers, and administrative support.</li> <li>Owning the performance of your team to deliver a high quality and compliant service that NHG can be proud of.</li> </ul>
<b>Reports to</b>	Home Ownership Senior Management Team
<b>Line management</b>	<ul style="list-style-type: none"> <li>Property Management Officers</li> <li>Administrative support (if appropriate)</li> <li>Caretakers, cleaners, and support staff where relevant</li> <li>Estate Operations managers</li> </ul>
<b>Tier</b>	Tier 6
<b>Expectation Level</b>	Operations Manager
Role relationships	
<b>Internal</b>	<ul style="list-style-type: none"> <li>Executive Board and Governance Committees</li> <li>Group Director of Commercial Services</li> <li>Broader Commercial Services directorate</li> <li>Development, Sales and Marketing, Assets and Regeneration, ICT, Workwise and Finance directorates</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>Customers</li> <li>Solicitors</li> <li>Auditors</li> <li>Regulator</li> <li>G15 colleagues</li> <li>Contractors, Consultants, Surveyors, Managing Agents</li> <li>Other key stakeholders including local councillors, MPs, neighbouring landowners</li> </ul>

## Role accountabilities

### Leadership and Management

- As a member of the management team, you will help develop a trusting and collaborative culture that aligns with NHG purpose, mission, and values.
- Lead, manage and support your team in line with NHG's management behaviours to get the best out of your staff and deliver agreed plans, KPIs and service standards.
- Report to the Senior Management Team as required on all aspects of business activities within your remit (e.g., plans, budgets, KPIs, outcomes, risks).
- Effectively promote collaborative approaches to engage your team to work successfully together, and with other teams/departments, to deliver high quality services with cost-effective outcomes to all customers.
- Establish and maintain a culture of service improvement, supporting staff to deliver change projects to meet developing and evolving customer needs.
- Represent NHG externally; develop and maintain NHG's reputation and build effective relationships with stakeholders.
- Ensure you and your team follow the financial regulations, policies, and procedures at NHG.
- Always comply with Health and Safety policies and procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.
- Agree meaningful performance measures with your team to raise their performance against an agreed set of KPIs; establish and maintain effective performance management and monitoring systems. Manage poor performance swiftly and fairly.
- Communicate effectively with your team to ensure customer relationships are developed, maintained, and improved in all aspects of their work.
- Build good relations with the stakeholders (both internal and external) for your area (including managing agents, developers, and third-party freeholders) and act as the point of escalation for your team in respect of complex or sensitive issues

### Transformation

- Ensure your team transitions seamlessly into the new Operations Directorate, providing feedback and recommendations where necessary to maintain high service standards for residents
- Support staff through change ensuring appropriate training and knowledge sharing
- Work closely with managers and colleagues in key departments and teams to ensure the transition goes smoothly for customers and staff.
- Use the transformation process to raise your profile, and that of your team, through regular and meaningful engagement with decision makers

## Role accountabilities

### General Property Management

- Implement and embed appropriate strategies to ensure your team deliver improved resident satisfaction, aiming for performance as per the Business Plan. Central to this is the creation of a positive customer-centred team working culture and an ambition to go above and beyond to create excellent places and deliver exceptional service.
- Ensure your team achieves improved rent and service charge collection rates, with reductions in the number of residents in arrears, and overall level of arrears. To include managing debt as agreed with mortgage lenders and taking legal action where necessary to recover funds.
- Ensure your team achieves all performance targets effectively and economically, managing resources effectively within budget to deliver what our customers need.
- Ensure your team is fully compliant with all relevant legislation and regulations. This includes being able to enforce the recovery of all service charge within the team
- Ensure complaints and escalations reduce and are maintained at reasonable levels. Ensure all complainants have access to an independent point of contact through the complaints process, that the complaints process is followed and that all complaint responses and reviews are of a high quality. Work with the complaints team to make sure the Ombudsman is proactively engaged on cases that have been referred to them.
- With overall responsibility for reactive repairs and planned maintenance, you will ensure the service provided by the Assets team is delivered on time, compliantly, with value for money and ultimately to your customers' satisfaction.
- Oversee your team's work with Assets to support the effective delivery of property related compliance actions.
- Ensure the team manage anti-social behaviour issues effectively, with reduction in the number of cases requiring formal intervention.

### Leasehold Property Management

- Support your people to manage service charge expenditure and accounts effectively and compliantly. This includes setting and managing budgets, monitoring expenditure and working with other teams and external auditors to produce certified year-end accounts with high-quality written commentary.
- Ensure customer focused consultation takes place on service charge budget and expenditure.
- Minimise resident complaints. Where complaints are received, make certain your team provide meaningful and high-quality responses, always following the formal process. Work with the complaints team to make sure the Ombudsman is proactively engaged on cases that have been referred to them.
- Develop and share your technical expertise related to Leasehold property management and share this with your colleagues.

## Role accountabilities

### London Living Rent

- Deliver an efficient service, making sure that repairs expenditure is accurately budgeted, and delivers value for money
- Maintain a compliant tenancy management service.
- Provide customers with the information they need to make informed financial decisions and encourage them to buy their home from NHG.
- Develop your technical expertise related to intermediate rental products such as London Living Rent and use this to evolve existing, and develop new, processes and procedures to streamline the way that the London Living Rent operates at NHG.

### Our residents and places

- Communicate effectively with your team to ensure customer relationships are developed, maintained, and improved in all aspects of their work.
- Assess and monitor resident feedback to understand trends and the need for change. Develop creative solutions and implement change to improve customer satisfaction and address residents' needs.
- Regularly spend time with your staff out on their estates to develop local knowledge about the neighbourhoods and homes that your team manages and use this to ensure high levels of property management customer service are delivered.
- Effectively monitor estate service contracts, ensuring services are delivered to estates in accordance with the agreed specification. Provide feedback on contractors directly and to the Performance Manager so that feedback can be collated for contractor meetings.
- Lead on and/or support resident involvement groups to scrutinise and improve services and performance.
- Where necessary, take responsibility for identifying appropriate compensation, recommendations, and next steps to troubleshoot residents' complaints or dissatisfaction that may arise.
- Support the work of the NHG Placemaking function to make improvements to our larger estates through innovation, re-branding, and the introduction of site-specific property management models

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	
Professional expertise (know how & experience)	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Experience of delivering excellent customer services that meet individual needs and performance requirements.</li> <li>• Experience of effective contract management, driving the performance of third-party contractors/agents.</li> <li>• Ability to work in a fast-paced property management environment, with a track record of delivering against multiple competing objectives.</li> <li>• Willingness to work occasional evenings/weekends to meet resident needs.</li> <li>• Experience of effectively leading a team or project</li> </ul>	<ul style="list-style-type: none"> <li>• Experience and/or knowledge of leasehold legislation, leasehold tenure, and associated property management regulations.</li> <li>• Experience working with regulated rental products</li> <li>• Line-management experience</li> </ul>
Skills	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Ability to concisely summarise and convey important information, including in report or presentation format</li> <li>• Networking. Able to build and maintain strong working relationships</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to concisely summarise and convey important information, including in report or presentation format</li> <li>• Competently identify risks to the organisation and identify/implement mitigations</li> </ul>
Qualifications and/or professional membership	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Willingness to work towards professional membership within 12 months(NHG funded)</li> </ul>	<ul style="list-style-type: none"> <li>• Professional membership of the IRPM, CIH or ARMA</li> </ul>

## 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 an **operations manager** expectation level and therefore you should refer to the **operations manager** 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.