

# Leasehold Officer – Care and Support

> Operations > Care & Support



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## What's it all about

You will be the principle housing contact for leaseholders living in NHG's over 55s retirement schemes. Many of these leaseholders are independent while others have needs and vulnerabilities. Your role will be to deliver tailored housing services at your site(s) which are flexible to each individual, whilst meeting NHG's commitments at each retirement site.

## How you'll make a difference

You will ensure a safe, supportive environment by reporting repairs and managing the health, safety and cleanliness of your scheme. You will also make sure your schemes are financially sound, by ensuring that ground rent and service charges are collected. You will put individuals' wellbeing at the heart of your approach at all times.

## How you'll do it

### Person-centred housing delivery

- Welcome new customers to the scheme. Complete resident introduction to the scheme, identifying the communal areas, emergency alarms and other equipment e.g. 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.
- As appropriate and in line with C&S Policy, 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 your manager.
- Hold 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.
- Work with the Resales and Admin team as needed, forwarding requests or directing queries to the team 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



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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.
- 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***

- Work alongside your manager to set service charges each year, drafting budgets and leading 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.

### ***General***

- Act in accordance with Safeguarding Policies and Procedures at all times.
- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain



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- personal health and safety and that of others.
- Ensure that you undertake any corporate responsibilities as required, including leading investigations and hearings in formal processes across the business.

- Desirable: Social care or similar qualification/accreditation relevant to the customer group at the service.
- Enhanced DBS Disclosure

### All about you

#### Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please refer to the framework. [\(LINK\)](#) This role is at **staff** level

#### Essential knowledge, experience and skills including qualifications and professional membership

- 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
- 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, Inform or similar
- Essential: Numeracy and literacy skills equivalent to NVQ2 qualification.