

Disputes and Consultation Manager

> Operations > Service Charges and Legal

What's it all about

To provide additional support and expertise to service charge and operational colleagues where service charges are disputed. To attempt to achieve timely resident and business centric outcomes on these cases. To ensure all Qualifying Long Term Agreements (QLTAs) are implemented compliantly and in a customer centric way.

How you'll make a difference

- Better and more consistent handling of service charge disputes within the operational teams.
- Better corporate awareness of First Tier Tribunals (FTTs) cases, with strong oversight and case handling and a low number of negative determinations for NHG.
- Compliant and customer focussed implementation of QLTAs.

How you'll do it

- Develop and implement a risk monitoring framework for disputes, mediation and FTT cases, escalating cases in a timely fashion to senior colleagues where necessary. Ensure key milestones for the preparation of mediation and FTT cases are tracked and met.
- Develop and implement a tool kit to ensure service charge disputes are effectively handled within the operational teams.
- Provide advice, expertise and support to operational colleagues who are undertaking mediation and FTTs, helping them to understand and deliver requirements and commission external solicitors where necessary to support case delivery. Be responsive and can do in the face of queries.
- Work with the Business Partners, operational colleagues and the Customer Experience team to apply the lessons learned from disputes, mediation and FTT to deliver improved service outcomes where possible.
- Work closely with Procurement and operational colleagues to ensure QLTAs can be delivered

effectively, in a cost effective and resident centric way.

- Develop section 20 consultation process, guidance and templates that safeguard the business and are resident focused. Develop a toolkit for operational colleagues to use for consultation.

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. This role is at staff level.

Essential knowledge, experience and skills

Pending confirmation of legislative changes, this role may require a qualification to demonstrate competence. If not already qualified, there may be an expectation to study towards a professional qualification.

- Significant experience of working compliantly with varying service charge regimes (fixed and variable), directly and through business partnering.
- Significant experience of reading and understanding tenancy agreements, leases, deeds of transfer etc.
- Experience of mediation and dealing with FTTs.
- Evidence of excellent service improvement achievements in a complex service delivery environment.



Working better together
for our residents

- Experience of building and managing effective relationships with a range of stakeholders, ideally in a matrix way across teams.
- Experience of effective analysis of complex data to make business decisions.
- Excellent interpersonal skills.
- Strong IT skills, including advanced Excel.
- Ideally MIRPM – essential to be delivered in 18 months