

Property Management Officer Homeownership

Overview	
Role Purpose	<p>You will be the leasehold specialist within the Home Ownership team, managing all aspects of the property management and leasehold service end to end across your patch. You will take ownership for getting the job done effectively and keeping residents updated.</p> <p>With overall accountability to customers in your patch and ownership of their issues you will have the required authority, budget, skills and support to creatively and proactively address the needs of your residents.</p>
Responsible for	<ul style="list-style-type: none"> • Delivery of a property management and leasehold service to homeowner customers • Providing a compliant, proactive and customer focused leasehold service to residents • Service charges including setting budgets, managing costs and reconciling accounts. • Income collection • All aspects of engagement and consultation with residents (including section 20)
Reports to	Leasehold Manager and Senior Property Management Officer
Line management	Supervisory/Contract Responsibility for Cleaner, Caretaker or Concierge (As Required)
Tier	Levels 1-4
Expectation Level	Colleague
Role relationships	
Internal	<ul style="list-style-type: none"> • Home Ownership directorate • Development • Regeneration and Assets • Housing • ICT • Workwise • Sales and Marketing • Finance and BID directorates
External	<ul style="list-style-type: none"> • Customers • Solicitors • Auditors • Managing Agents • Contractors/ Developers / Surveyors/ Technical Consultants • MPs & Councillors

Role accountabilities

Customer Service

- Provide an excellent property management service to residents within your patch, being accountable for the overall experience they receive.
- Ensure that any issues raised by residents through all communication channels (including digital) are resolved in a timely and appropriate manner whilst maintaining proactive and personalised communication.
- As appropriate, liaise with the Customer Service Centre following up on any matters that arise through this communication channel.
- Manage, engage with and influence external suppliers, contractors, managing agents, local authority officers and local police services to aid delivery where necessary.
- As required, work with others to manage any resident dissatisfaction (including formal complaints and MP enquiries) quickly, sensitively and in line with policy.
- Use resident feedback alongside your own investigation to identify common issues and develop and implement action plans to meet individual and scheme wide needs in line with customer satisfaction targets.
- Work with internal stakeholders, including those businesses responsible for other tenures, finance, regeneration and assets and development to resolve any issues that may arise.
- Adapt to resident needs across all tenure types of the estates and blocks you manage.
- Appropriately manage any reports of antisocial behaviour and covenant breaches effectively and in line with policy.

Property Management

- Ensure blocks and estates are maintained and in good condition by carrying out regular estate inspections in which you will be responsible for identifying any issues and taking appropriate remedial steps.
- Report and follow up on any areas of risk that come to your attention swiftly and to the right channels in line with policy. This includes all health and safety, compliance, reputational and financial risks.
- Diagnose, order and manage repairs across your blocks and estates. Seek appropriate support from surveyors, specialist technical contractors and managing agents where necessary. Take overall responsibility for ensuring repairs are delivered quickly, effectively and economically (to residents' satisfaction).
- Take ownership of making insurance claims in respect of any perils covered under the relevant policy that occur at your schemes.
- Ensure communal areas and estates are clean, safe and well maintained through liaison with the appointed contractors, cleaners and gardeners. You may be asked to manage cleaners, caretakers or concierge as part of your role.
- Appoint compliant, effective and value for money contracts for all aspects of property management using the appropriate frameworks or delivery mechanisms.
- Proactively and effectively manage the work of contractors and managing agents using appropriate procedures and contract management tools.
- Act as a robust and clear internal client when requesting support from internal departments such as Regeneration and Assets and Development to address issues.
- Identify and influence the appropriate specification and delivery of cyclical maintenance and qualifying works.
- Take the lead on issuing and managing a compliant section 20 consultation process to

Budget and finance management

- Take responsibility for setting the service charge budget across your patch ensuring it is devised compliantly and appropriately.

Role accountabilities

- Effectively and compliantly manage the service charge expenditure across all schemes on your patch.
- Act as the gatekeeper in respect of all costs billed through the service charge accounts across your patch.
- Be the responsible owner for receipting purchase orders to provide approval for payment to take place and be billed through service charges
- Manage monthly variance report expenditure accordingly.
- Ensure service charges accounts and budgets are served and billed compliantly and in line with the required processes. This includes internal intercompany billing of service charge costs to other departments.
- Carry out the necessary consultation and engagement with residents across all your service charge budgets and year end accounts. Provide meaningful and clear commentary tailored to your scheme and customers to foster transparency.
- Take responsibility for the income collection across your patch in respect of rent and service charges in line with key performance indicators.
- Take sensitive action to recover debt in line with policy with appropriate escalation where required.
- Establish a good payment culture across rent and service charges across your patch. Signpost residents with financial difficulties to the appropriate support system.
- Work with external managing agents where appropriate to set and monitor service charges.

Compliance and Project Management

- Lead on case management of formal challenges through channels such as the housing ombudsman, first tier tribunal, county court and other external bodies. Enlist appropriate support from the management team, internal departments and external technical support and solicitors where appropriate.
- Ensure all documents are saved and logged correctly on appropriate systems in line with policy.
- Act as a champion for department requirements across projects as and when required.

New Build

- As necessary attend development meetings of pipeline properties and provide input in anticipation of wider management issues and leasehold specific requirements.
- Ensure required contracts are in place across new build properties pre occupation and any defined management strategy is embedded across new schemes.
- Take ownership for defining and setting the service charge appropriately for a new build scheme working with delivery, development and sales to ensure it is fit for purpose, realistic and future proof.
- Attend and actively engage with handover meetings to ensure all compliance documents and keys required for ongoing management are in place.
- Work closely with the defects team to oversee and develop a proactive and customer focused defect and aftercare service for customers. Take overall ownership of communal defect resolution, highlighting any ongoing risk and escalating when things go wrong.
- Provide a positive and welcoming introduction to residents in their new home and where appropriate, ensure residents are aware of how to operate the various facilities within their home through guides, documents and user tours.
- Deal with complaints and oversee complex defect cases with appropriate stakeholders including external developers and technical support, to ensure a satisfactory outcome.

General

- Actively engage with new systems and processes including Workwise to support the effective delivery of service to customers.

Role accountabilities

- 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 personal health and safety and that of others.

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

Desirable

Professional expertise (know how & experience)

Essential

Desirable

- Experience of working in a customer service environment
- An understanding of leasehold tenure and the various homeownership schemes in which housing associations are involved
- Experience working with policy and procedures
- Experience working to meet key performance indicators

- Property Management experience
- Experience managing the section 20 consultation process
- Experience setting and reconciling service charges
- Experience reading and reviewing lease agreements
- Experience of income collection processes including escalation for challenging cases.
- Experience of using contract management tools
- Successful experience of project, stakeholder and matrix management

Skills

Essential

Desirable

- Excellent PC skills including Microsoft Word and Excel
- Excellent verbal and writing skills

- Experience in verbally presenting arguments or cases
- Report writing

Qualifications and/or professional membership

Essential

Desirable

- IRPM (Associate or Member)
- RICS

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 colleague 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.