

Head of Leasehold Services

Overview	
Role Purpose	To have operational oversight and accountability for the leasehold management teams and leasehold performance under your remit.
Responsible for	<ul style="list-style-type: none"> Leasehold management teams The implementation of compliant leasehold policies and procedures Leaseholder rent and service charge collection
Reports to	<ul style="list-style-type: none"> Assistant Director of Leasehold Services
Line management	<ul style="list-style-type: none"> Leasehold Managers Others TBC
Tier	4
Expectation Level	Senior Manager/Head of Services
Role relationships	
Internal	<ul style="list-style-type: none"> Executive Board and Governance Committees Group Director of Commercial Services Broader Home Ownership directorate Development, Sales and Marketing, Finance and BID directorates
External	<ul style="list-style-type: none"> Customers Solicitors Auditors Regulator G15 colleagues

Role accountabilities
Leadership and management <ul style="list-style-type: none"> Provide senior management leadership, advice and guidance for the Home Ownership directorate. Implement and manage agreed plans aligned with NHG's values to ensure the best possible results. As a member of the Home Ownership senior management team you will help develop a trusting and collaborative culture that aligns with NHG purpose, mission and values. You will also engage, coach and develop your Managers (and teams) to work in line with NHG management behaviours to successfully deliver high quality services with cost-effective outcomes. Report to the Assistant Director of Leasehold Services (and the Director of Home Ownership as needed) on all aspects of business activities within relevant remit (plans, budgets, outcomes, risks). 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 as appropriate and build effective relationships with relevant stakeholders. Ensure you and your teams follow the financial regulations, policies and procedures at NHG. Ensure that you and your teams 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.

Role accountabilities

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

Integration

- Lead a significant integration and change management project for the Leasehold Services functions under your remit in line with the plan for Home Ownership developed by the Director of Home Ownership
- Assist the Assistant Director of Leasehold Services and the Head of Business Support with the review of legacy policies, service provision and processes related to leasehold management and help implement agreed changes

Home Ownership

- Contribute to the Business Planning process. Provide strong and effective leadership to ensure that Leasehold Services under your remit deliver against Business Plan objectives.
- Ensure these services are delivered to an excellent standard, in a timely, respectful and cost effective way taking into account the needs of individual residents wherever possible.
- In conjunction with the Assistant Director for Leasehold Services, develop and deliver on strategies to ensure that Leasehold Services continuously improves products and services alongside improving value for money and resident satisfaction.
- Ensure that services under your remit are compliant with all relevant legislation and regulations, including allowing for the adequate collection of service charges and the implementation of rent setting/reviews.
- Have oversight of the operational budget and P&L of the services in your area, meeting cost and income targets and adapting businesses practices to do so where necessary. Report risks and issues to the Assistant Director of Leasehold Services and Director of Home Ownership where necessary.
- Ensure the teams set and manage service charge accounts effectively and within budget. This to include setting and managing budgets, monitoring expenditure and working with other teams and external auditors to produced certified year-end accounts with high-quality written commentary.
- Ensure the teams manage anti-social behaviour issues effectively, with reduction in the number of cases requiring formal intervention.
- Deliver a reduction in complaints and escalations, with high quality quick fixes and timely responses where necessary.
- With overall responsibility for reactive repairs and planned maintenance, you will ensure the service provided by the Assets team and other contractors is delivered on time, in budget and ultimately to your customers' satisfaction. You will ensure your customers are always informed of decisions and progress of works at all times.
- Oversee your team's work with Assets to support the effective delivery of property related compliance actions.
- Ensure Workwise and further digital enhancements are effectively rolled out to leaseholders under your remit. Effectively feed into further iterations to ensure leaseholders have the option of an increasingly automated experience.
- Put in place systems and processes to best protect the interest of NHG in respect of any lease and financial liabilities held on third-party owned estates.
- Provide regular high-quality reports and presentations on performance and progress against Business Plan objectives.

Role accountabilities

- Work with central teams (e.g. Development and New Business, IT and the Assets team) to develop strategies to improve service quality and delivery.
- Effectively manage and develop your managers so that they manage and develop their teams, meet service delivery targets and work effectively within budgetary and regulatory frameworks.
- Ensure strong project management of new and existing schemes so that service design and delivery is tailored to suit different markets, cost restraints and expectations.
- Where new or existing schemes are problematic manage these 'Difficult Builds' to achieve swift and effective resolutions for customers and the business.

Commercial Services

- Represent the Commercial Services Directorate at cross-departmental meetings
- Deputise for the Assistant Director of Leasehold Services

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

Professional expertise (know how & experience)

- Substantial leasehold knowledge and track record of success in a leasehold environment
- Senior management and experience of managing business performance/large budgets, preferably in a customer focussed housing and property management environment.
- Substantial experience of building and developing relationships with partners and stakeholders for the benefit of the business and to continually improve service.
- Good understanding of the relevant legislation, statutory and regulatory requirements.

Skills

- Excellent communication skills; experience of preparing and delivering high quality reports and presentations
- Excellent stakeholder management supported by personal credibility, integrity and professionalism.

Qualifications and/or professional membership

- IRPM (Member) –desirable and essential to be achieved within the first year

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 Senior Manager/Head of Service 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.