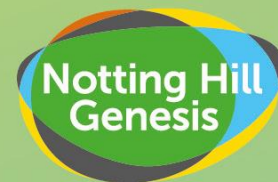


Leasehold Manager



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for our residents

Operations Directorate

What's it all about

As a Leasehold Manager, your primary responsibility is to lead, manage, and motivate a team of property managers dedicated to delivering exceptional services. They should understand resident needs, take ownership of issues, see tasks through to completion and advocate for customers. Beyond team management, you will act as an ambassador for residents, driving positive change within NHG for their benefit.

As the go-to subject matter expert in property-related, service charge, and leasehold matters, your expertise is invaluable in leading your teams through complexity, balancing customer and business needs to deliver for both.

How you'll make a difference

Expected Outcomes:

- Mobilise your team to prioritise customer focus, professionalism, and passion, leading to increased customer satisfaction and enhancements in NHG places.
- Advocate for leaseholders and your team, driving effective changes in service delivery that will result in continuous improvements.
- Collaborate internally and externally, fostering a culture of continuous improvement for both yourself and the services you provide.
- Lead, manage, and motivate a team of property managers to deliver high-quality services to residents.
- Ensure your team takes ownership of leaseholder needs, sees tasks through to completion, and advocates for leaseholders.
- Support, coach, and mentor your team to achieve positive outcomes for leaseholders.
- Act as an ambassador for leaseholders, advocating for their needs within the NHG.
- Support your team in handling complex matters and lead on these when necessary for Senior Management Team (SMT).
- Lead the delivery of the vision across six key areas of the Customer Strategy, ensuring your team excels in all Key Performance Indicators (KPIs).
- Provide relevant senior-level advice and guidance as required.

How you'll do it

Leadership:

- Establish and maintain a culture of service improvement, supporting your team to deliver our KPIs and evolving customer needs.
- Advocate for leaseholders, leading by example to demonstrate a commitment to excellent customer service.
- Constantly challenge yourself and others to achieve better leaseholder outcomes in line with our customer strategy.
- Effectively promote collaborative approaches to engage teams to work successfully to deliver the objectives of the Better Together strategy.
- Provide relevant senior level advice and guidance as required.
- Take responsibility for your own development, ensuring any gaps are identified and a learning plan put in place.
- Ensure every team member has a clear and tailored objective and learning plan to support their individual development.

Operational:

- Lead your team to ensure we are achieving Better Connections with our leaseholders through meeting KPI's around visits, leaseholder contact, and enquiries.

- Be accountable and visible to our leaseholders, listen to them, and balance their needs and that of NHG.
 - Use customer satisfaction data to understand drivers of dissatisfaction within your team and put steps in place to improve.
 - Ensure your team works in line with our income collection procedures to ensure maximisation of income.
 - Be accountable for the service charge setting, and collection within your portfolio, to ensure these are fair and reasonable.
 - Ensure our leaseholders and homes are safe, through maintaining oversight on repairs, ASB and safeguarding, making sure your teams are working in line with our procedures.
 - Work with the repairs and assets team to plan and deliver asset improvements across our portfolio.
 - Develop and maintain strong external relationships with stakeholders, including local authorities, Cllr's, and MP's.
 - See through to satisfactory completion escalated customer issues, and ensure lessons are learnt.
 - Identify, and mitigate risks within your work.
 - Work with internal contract managers to ensure the quality of our places and estates improve.
 - Understand the different legal structures, leases and management agreements in your portfolio and ensure NHG are remaining compliant.
- General:**
- Recruit, train, and induct new starters within your team, ensuring your team remains up to date on all mandatory training.
 - Manage your team, including performance management procedures, disciplinary and grievance policies are followed quickly when needed. Lead on any relevant investigations or hearings as required.
 - Ensure you and your team at all times are working in line with our financial regulations, health and safety policies, code of conduct and all other NHG policies.
 - Be an engaged member of the operational management team, offering support, training, and assistance to your peers and senior leaders as required. Emphasise collaboration, avoiding silos, and working collectively to achieve better outcomes.
 - Actively participate in the management team, bringing curiosity to ensure continuous improvement is achieved. Encourage a mindset of exploration and innovation within the team.
 - Foster positive internal working relationships within Operations and across NHG.
 - Ensure you and your teams represent the resident voice when needed and deliver a consistent NHG voice back to them.
 - When needed, work with others to deliver specific projects or service improvements.
 - Support the provision of an efficient, effective comprehensive leasehold management service within a defined geographical area.
 - Ensure that the team functions coherently and complies with any regulations, policies, or statutory requirements that are applicable.
 - Provide a structured approach to cases and KPIs to ensure the best outcome for our customers and business.
 - Set clear expectations for your team to ensure excellence is achieved across all aspects of their roles, reviewing performance targets, while living our customer strategy.

- Ensure your team implement an empathic approach.
- Assist in identifying high risk cases and support the implementation of action plans to ensure business risks are mitigated and customer centric outcomes delivered.
- Work with Business Partners to proactively resolve issues that require the input of their specialist subject, e.g. service charges etc.
- Carefully monitor expenditure against available budgets. Ensure that appropriate checks and controls are in place, to achieve confidence in spend against monthly budget plans and financial forecasts.
- Build strong partnerships with internal departments and external agencies to make sure leaseholders benefit from these connections, a multi-agency approach is achieved and value for money is maximised.

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 manager level.

Essential knowledge, experience, and skills:

Essential:

- Proven leadership in exceeding KPIs and delivering excellent services to residents.
- Management of a housing, leasehold or multi tenure team delivering services to residents.
- Successful staff development and performance management experience.
- Ability to read, understand and interpret a range of leases, contracts and management agreements and experience of managing external stakeholders in line with these.
- Proficient in spoken and written English, with strong report-writing skills for senior leaders.
- Intermediate Microsoft Office skills for drafting complex correspondence and reports.
- Demonstrated adaptability, leading teams through ongoing change.
- Skillful workload management in a flexible and adaptable manner.
- Mature and flexible approach with high emotional intelligence and composure under pressure.
- Excellent interpersonal and communication skills, fostering effective collaborations.
- Strong organisational, time, and resource management capabilities.
- Passionate about maintaining excellent standards for customer benefit.
- Evidence of excellent service improvement achievements in a customer- focussed environment.
- The ability to react promptly to changing priorities.



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- Skills of diplomacy, negotiation, political sensitivity, and the ability to communicate effectively with a diverse range of people.
- Strong financial and budget management skills.
- IRPM (associate) or other property management qualification or equivalent.
- IRPM (member) to be achieved within 12 months.
- 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.