North London Muslim Housing Association

Job Description & Person Specification

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| Post:  | Leasehold & Services Charge Officer |
| Department:  | Finance  |
| Responsible to: | Finance Manager/Resources Director |
| Number of staff reporting: | None  |

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| Overall Responsibilities of Post: |

1. To be part of Finance Team managing shared ownership, leasehold properties and dealing with Leaseholders’ service charges.
2. To assist in dealing with all aspects of Leasehold Services, including leasehold consultation for major works and repairs.
3. issuing invoices and estimates for service charges and works, providing advice for leaseholders, staff and external agencies.

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| **Key Achievement Areas:** |

# Operational Matters

1. To be responsible for dealing with all aspects of the NLMHA’s Leases, acting as the frontline contact on all aspects of leasehold matters.
2. To work with the Finance Team to assist in ensuring that annual service charges are calculated and charged accurately.
3. To be responsible for the provision of annual service charge estimates and statements ensuring the production of bills and statements are processed correctly and that Leaseholders receive reasonable bills and accurate statements for service charges.
4. To be responsible for the update and maintenance of the service charge database and to ensure that all information, financial and otherwise, provided for the calculation of service charges is accurate and has full supporting documentation.
5. Ensure that systems and procedures are in place in order to investigate any query relating to service charge calculations and to ensure that procedures are adhered to.
6. To initiate and be responsible for the amendment of any service charge account, as required, to produce annual service charge bills to Leaseholders.
7. Prepare estimated service charge information to produce RTB Offer notices.
8. To monitor service charge accounts and in liaison with our recovery agents within NLMHA to ensure prompt recovery action.
9. To be responsible for the preparation of any supporting information and evidence in order to assist with the instigation of legal action for the recovery of service charge arrears.
10. To coordinate with the Major Works separation of Capital and Revenue Expenditure.
11. To liaise with colleagues in Asset Management and undertake S20 Consultation in accordance with the procedures and timescales laid down in the legislation, issuing notices and supporting information as required.
12. To raise accounts for works on completion, in accordance with financial arrangements.
13. To provide comprehensive assistance in all areas within the finance team, including the training of other staff in relation to the duties of the post.
14. To operate any locally based computer systems, relating to the work of the team, and to have good experience and knowledge of the Microsoft Office Suite (Word, Excel, Outlook etc.).
15. To prepare audit and present Service Charge Accounts for full annual certification in line with the relevant legislation.
16. Deal with applications requiring permissions under the lease, responding within set timescales and raising administration charges where the lease allows.
17. To liaise with colleagues and other Officers in order to investigate any query or complaint in connection with leasehold services. To work with leaseholders to ensure that they have the opportunity to influence the service and participate in decision making that relates to their home, their estate and their community.
18. To carry out all duties in the context of and compliance with NPH’s Equal Opportunities and Health and Safety at Work policies.

To undertake other duties considered reasonable within the scope and purpose of the post as directed by the Finance Manager/Resources Director.

(No job description can cover every issue, which may arise within the post. In addition to the duties and responsibilities listed, the job holder is required to perform other duties assigned by their line manager. However, such duties would be broadly consistent with those listed in this document and reasonable in relation to the job holder’s skills, abilities and status. Training will be providing as is necessary).

PERSON SPECIFICATION

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| **Job Title** | **Leasehold & Services Charge Officer** |
| **Department** | **Finance**  |
| **Reporting to:** | **Finance Manager/Resources Director** |
| **Responsible for** | **None**  |

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| **Key Qualifications, Skills and Experience** | Essential | Desirable |
| **Education** |  |  |
| Educated to ‘A’ level standard or equivalent  | E |  |
| Have education to a degree level or a relevant professional qualification. |  | D |
| **Experience** |  |  |
| Experience of leasehold management and preparing service charge accounts as applicable to Registered Social Landlord. | E |  |
| Knowledge and experience of using and supporting computer systems, including software such as databases, spreadsheets, and word processing packages | E |  |
| Knowledge of office systems and procedures including the maintenance of computerised and manual filing systems. | E |  |
| A knowledge of accountancy principles and internal controls relating to income accounts | E |  |
| Experience of dealing with the leaseholders and possessing a strong customer focus | E |  |
| Ability to calculate estimated and actual service charges and to invoice for the same | E |  |
| Minimum of one years’ experience in housing management within a housing association or local authority in a leasehold environment |  | D |
| **Skills and Abilities** |  |  |
| Good Organisational skills and ability to prioritise own workloads. | E |  |
| A positive ‘can do’ attitude | E |  |
| Ability to take ownership and empower others accordingly | E |  |
| Ability to develop meaningful relationships and gain credibility with a range of external contacts. |   | D |
| Professional, friendly, honest and open approach with the ability to work effectively and in partnership with others both internally and externally. | E |  |
| Excellent communication skills in all levels and forms. | E |  |
| **Knowledge** |  |  |
| To take due responsibility and set an example for the health and safety of yourself and other individuals. | E |  |
| **Other Requirements** |  |  |
| Must demonstrate an awareness and understanding of equality issues and a commitment to the implementation of NLMHA’s Equality and Diversity Policy | E |  |
| Must be flexible and be prepared to work outside normal office hours, according to the needs of the service, as and when required. | E |  |
| Understanding of the Association's objectives, policies and procedures and ability to apply them accordingly | E |  |

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