



Leasehold Manager

Level:	Grade 8
Team:	Development
Line manager:	Head of Sales and Marketing
Responsible for:	None

About the Job

- You will manage and have responsibility for the leasehold function and have corporate responsibility for the activity across all Vico Homes directorates.
- Be aware of changes in Leasehold Management best practice and legislation to implement policies and procedures that support an effective, professional leasehold management service.
- Overall responsibility and accountability for leasehold residents and the services provided to them, providing high levels of customer service at all times, and managing queries through to successful resolution.
- Have the expertise in residential leases to ensure compliance, customer satisfaction and financial stability.

You'll be trusted to

- Act as Vico Homes' lead contact with Vico Homes Leaseholders and effectively communicate and consult with leaseholders.
- Take a lead role in ensuring the Section 20 process is followed for leaseholders in line with the agreed approach.
- Foster a collaborative and customer focused team culture acting as the point of escalation for complex queries from leaseholders.
- Work with the finance team as required to aid preparation of the service charge budgets and actuals, ensuring charges reflect actual costs incurred and lease term.
- Arrange and lead on the Leaseholder's Forum.
- Monitor costs, performance and standards of delivery against targets and Key Performance Indicators, making sure that service standards meet internal targets and requirements.
- Provide reports on service performance, including KPIs on service charges, arrears and customer satisfaction.
- Ensure robust data management and reporting systems are in place.

- Lead the development of and analysis of the Leaseholder Survey, that will drive effective changes in service delivery that will result in continuous improvement.
- Improve communications and consultation with leaseholders and monitor the quality and value for money of the service.
- Manage queries related to lease obligations, including alterations, assignments and subletting.
- Manage arrears ensuring compliance with relevant policies and procedures, providing advice and support and maximising income through effective payment arrangements.
- Achieve leaseholder satisfaction through effective organisation of the Leaseholder Forum and implementation of improvements to the service.
- Make sure that leaseholders are supplied with information on ground rents, service charges as prescribed by law.
- Make sure that users or potential users have fair and equal access to the leaseholders services.
- Co-ordinate the consultation with leaseholders about improvements and cost in line with the approved position on repairs and maintenance and s20 consultations.
- Work with other service areas as required to ensure an effective leasehold service.
- Work with customer groups and associations to establish good relations as required.
- Carry out any other duties as may be reasonably assigned from time to time.

Who you'll work with

Internal: All colleague teams, senior managers and Board members

External: Local Authorities, agents, valuers, specialist consultants and other partners

The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
A qualification at Level 5 of the Framework for Higher Education Qualifications, such as an HNC, Award, Certificate or Diploma at Level 5 or equivalent.	✓		AF/CQ
Experience in surpassing KPIs and the delivery of the leasehold service to residents in a registered provider or local authority	✓		AF/I
Passion for maintaining excellent customer service standards and evidence of service improvement achievements	✓		AF/I
Proven track record in a position in a multi tenure or leasehold team of a registered provider or local authority	✓		AF
Knowledge of the relevant legislation, including the Landlord and Tenants Act 1985 and 1987, The Leasehold Reform and Urban Development Act 1993 and the Common Hold and Leasehold Reform Act 2002. Proficiency in interpreting leases and contracts	✓		AF/I
A well-developed understanding of operational services delivery within a large organisation	✓		AF/I
Capable of delivering results to tight deadlines with strong organisational skills, time and resource management capabilities	✓		AF/I
Strong interpersonal skills and able to work effectively with internal and external colleagues and partners, fostering effective collaborations	✓		AF/I
Self-motivated, being able to respond effectively to working under pressure to meet all required deadlines.	✓		AF/I
An ability to react promptly to changing priorities and adeptness in diplomacy, negotiation and political sensitivity	✓		AF/I
The post holder may be required to work outside normal office hours on occasion	✓		I
Knowledge and practical experience of using IT as analytical and management tools		✓	AF/I

Key

- AF - Application Form
- I - Interview (this may include a presentation and occupational test where appropriate)
- CQ - Certificate of Qualification
- R - References

Our values

At Vico Homes our values drive us and run through everything we do. We're looking for someone to join us who can live those values like we do.

We are:

