

Role Profile

Role Title:	Leasehold and Commercial Manager
Department:	Mutuals and Leasehold Team
Role Purpose:	To maximise the delivery of a high quality service for our Leasehold and Shared Ownership portfolio, ensuring a service which is responsive to resident needs along with responsible estate management, whilst ensuring the services meet organisational objectives and deliver Tenant Satisfaction Measures.
Reporting to:	Head of Mutuals and Leasehold
Responsible for:	Leasehold Property Officers Commercial Property and Lease Officer Administrators Right to Buy and Right to Acquire Officer
Checks:	Basic DBS and Social Media Check
Role Level:	Frontline Manager

Key Role Responsibilities	<p>Set a clear vision for the Leasehold and Commercial Property team to work to and ensuring the vision is operationally effective.</p> <p>Recruit, induct and provide effective leadership and direction to a multi-site based team, embedding a culture of continuous improvement within the team.</p> <p>Deliver a high quality service to Residents of Midland Heart's leasehold and commercial lets. Responsible for continually reviewing the service provided by the team to provide the most cost effective and efficient service.</p> <p>Set and deliver on objectives and outcomes to improve and sustain strong results from Tenant Satisfaction Measures.</p> <p>Work collaboratively with colleagues to identify and implement improvements to services to drive greater Tenant Satisfaction Measures.</p> <p>Lead on projects and initiatives to ensure that high quality services are delivered and in support of continuous improvement of those services.</p> <p>Understand how changes to Leasehold tenure may impact on our services and contribute to initiatives and changes in service delivery to</p>
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	<p>meet the required changes.</p> <p>Ensure our residents are at the heart of our services and helping to reduce complaints and create and maintain a culture of lessons learnt.</p> <p>Ensure that all relevant procedures are carried out within statutory and organisational timescales and that accurate Notices are served compliant with current, or new, legislation.</p> <p>Ensure that all services provided by contractors are tendered in accordance with Midland Heart's procurement policies and procedures.</p> <p>To be the organisational lead on S20 consultations, supporting colleagues to ensure they are carried out effectively and in line with current legislation.</p> <p>Lead on applications to the First Tier Tribunals for dispensations of statutory consultations.</p> <p>Provide regular reports on the performance of portfolio of management and immediately report concerns or issues arising and make strategic decisions on action to be taken.</p> <p>Responsible for achieving performance in line with annual targets set and contractual obligations to landlords.</p> <p>Undertake compliance audits on areas of risk including; lender repossessions, returned tenancy agreements, Northgate adjustments, forfeiture and properties in disrepair. Devise and support the implementation of action plans to ensure continuous improvement.</p> <p>To understand and apply the legislation, best practices and agreements for commercial lets including lease renewals under the Landlord and Tenant Act 1954.</p> <p>To understand the different residential leases and commercial agreements and know how to deal effectively with any breaches of contract.</p> <p>To be responsible for overseeing all types of lease extensions within service area. Provide advice and support on all lease management enquiries.</p> <p>To be responsible for instigating appropriate action for breaches of any</p>
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	<p>lease or agreement. Support and provide evidence for any subsequent court proceedings issues in any court.</p> <p>To liaise with solicitors and other Professional Bodies to ensure that Midland Hearts interests are protected at all times, maintaining an in-depth knowledge and awareness of professional and legislative developments generally in all areas relating to this post.</p> <p>Oversee and take responsibility for the budget setting process for the service.</p> <p>Ensure that Leasehold Officers effectively support customers maintain effective budgets and to build and maintain sinking funds ensuring they are sufficient to cover anticipated and planned spend.</p> <p>To be responsible for procuring and managing a portfolio of contracts with external contractors ensuring compliance with commercial and procurement policies and processes.</p> <p>Ensure that contracts are managed in line with the provisions of the contract and are assessed against KPI's.</p> <p>Strong stakeholder management to ensure high quality services are applied inline with Key Performance Indicators.</p> <p>Promote a positive approach to Health and Safety, risk management by implementing the Organisation Health and Safety strategy and analysing data.</p> <p>Support the process of investigating complaints and safeguarding and the drafting of appropriate responses.</p> <p>To manage budgets in conjunction with the appropriate business analyst and conduct all activities in line with the budget.</p> <p>To understand Midland Heart's mutual portfolio and to deputise for the Head of Mutuals and Leasehold as and when required, this shall include dealing with all matters relating to the mutual portfolio including but not limited to the completion of reports and attendance at meetings/steering groups.</p> <p>Regular travel to our East and West Midlands Hub will be required.</p>
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<p>Education, Qualifications and Training</p>	<p>Level 4 in Management or relevant experience.</p> <p>Evidence of ongoing continuous professional development.</p>
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<p>Knowledge and Experience</p>	<p>Relevant experience of all matters relating to residential and commercial leasehold management including its legislative context and policy framework.</p> <p>Excellent knowledge and experience of managing leases and shared ownership properties.</p> <p>Delivering service improvements initiative with positive results to satisfaction scores.</p> <p>Operational management experience.</p> <p>Experience of managing budgets to ensure financial viability.</p> <p>Experience of setting, monitoring, achieving and exceeding targets.</p> <p>Experience of working in a multi-site environment including managing teams located at different locations.</p> <p>Strong commercial acumen and a clear understanding factors of affecting commercial lets such as demand, rates and aligned terms of agreements.</p>
<p>Role Specific Skills & Behaviours</p>	<p>High customer service focus, with excellent communication and interpersonal skills.</p> <p>Ability to manage change effectively for themselves and customers.</p> <p>Well organised with the ability to work to tight deadlines and excellent attention to detail.</p> <p>Ability to work cohesively with internal and external stakeholders.</p> <p>Ability to adapt to changing demands and deadlines.</p> <p>Innovative and creative.</p> <p>Maintains effective work behaviour in the face of setbacks or pressure.</p> <p>Understanding of and commitment to the principles of equality and diversity.</p>