

## Role Profile

<b>Role Title:</b>	Estates Officer (Leasehold)
<b>Department:</b>	Mutual and Leasehold Team
<b>Role Purpose:</b>	<p>To deliver a high-quality lease and estate management service that meets the needs and aspiration of our residents and contributes to wider business objectives and purpose of the organisation.</p> <p>To proactively manage a defined portfolio of properties, in line with our policies, procedures, professional standards and deliver tenant satisfaction measure targets .</p>
<b>Reporting to:</b>	Leasehold and Commercial Manager
<b>Responsible for:</b>	N/A
<b>Checks:</b>	Basic DBS and Social Media Check
<b>Role Level:</b>	<u>Frontline Worker</u>

<b>Key Role Responsibilities</b>	<ul style="list-style-type: none"> <li>• Deliver a proactive lease and estate management service that reduces or removes the risk of harm to residents (Shared Owners and Leaseholders) and damage to our assets, through professional and timely interventions, ensuring adherence to Midland Heart policies and procedures.</li> <li>• Ensure any schemes managed are safe by conducting regular compliance checks and responding to any emerging building safety, fire safety or health and safety risks or issues and ensuring all compliance actions are completed fully and in-time.</li> <li>• Deal effectively with complaints in a professional and empathetic manner, ensuring their issue is resolved quickly and effectively and accurate records are kept throughout.</li> <li>• Contribute to the success of the wider team by engaging in quality improvement exercises and feeding back where customer service can be enhanced, working collaboratively across the organisation with peers to get to the root cause and solution of emerging trends and avoidable contact.</li> <li>• Work individually and collaboratively with peer Estates Officers to deliver tenant satisfaction measures across shared owners and leasehold.</li> </ul>
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- Take a proactive approach to overseeing the management of enquiries, sales and staircasing and transactions to ensure residents and stakeholders receive a professional and timely service in accordance with provisions of the leasing arrangements.
- Assist with audit of the annual service charge accounts, working with finance and other departments to ensure the statements are sent out in accordance with legislation, best practice and the lease.
- Contribute to the setting of annual service charges and inform residents of their estimated charge in accordance with the terms of their lease.
- Review and set the annual rent review to ensure rents are set in line with the terms of resident lease.
- Identify the need for, implement and review building and environmental improvements that will improve the community and where our residents live by improving the quality service, value for money and resident satisfaction.
- Carry out a professional and informative Section 20 Consultation for Major Works and/or Long-service contracts in accordance with the requirements of law and the lease.
- Form effective relationships with residents to maximise their potential and aspirations with respect to the percentage of their home they own now and in the future.
- Proactively develop and sustain appropriate and positive working relationships with key stakeholders to ensure we provide a professional Landlord service.
- Ensure that residents receive a co-ordinated and comprehensive service; delivering an excellent experience and high levels of satisfaction with the service.
- Responsible for recruiting, training and overseeing the management of estate ambassadors/champions.
- Responsible for developing and maintaining Emergency Response Plans.
- Adopt a flexible, co-operative and innovative approach to your areas of responsibility, supporting the work of your team and other colleagues throughout the organisation.
- Prevent “avoidable” service demand and contact through the delivery of a pro-active service that identifies and resolves lease and estate management problems at the earliest opportunity.

	<ul style="list-style-type: none"> <li>• Use IT systems to keep accurate and timely records of all actions taken and to produce reports as requested.</li> <li>• Present a positive and professional image of Midland Heart, in line with the organisation's values.</li> <li>• Maximise income, through the efficient and professional management of properties, and through the monitoring of service charges.</li> <li>• Ensure effective liaison with solicitors, building societies, banks etc. regarding leaseholder mortgage arrears. Proactively manage any lender repossessions ensuring they are acted upon in accordance with relevant procedures.</li> <li>• Ensure that any breaches of lease are dealt with effectively, in a timely manner and in line with legislation and internal policies.</li> <li>• Attend court or the First Tier Tribunal as and when necessary.</li> <li>• Contribute to the effective management and escalation of Anti-social behaviour cases including collaborating with peers to a satisfactory conclusion.</li> <li>• Meet with contractors to deliver effective contract management ensuring services are adequate and to the required standard and in line with any specification.</li> <li>• Understand the different leases and contracts and to conduct activities in line with those terms.</li> <li>• Attend and/or lead on meetings such as partnerships meeting and annual general meetings, ensuring accurate records are kept and actions are delivered.</li> <li>• Be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midland Heart Health and Safety policy commensurate with this position.</li> </ul> <p><i>You will be expected to work in agile and flexible way, including traveling to different work locations across Midland Heart's operational areas as determined by the needs of the business and/or being flexible with working patterns to meet the variable demands of customers.</i></p>
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<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• NVQ Level 4 (or working towards) in a relevant technical or management qualification, or equivalent level of experience.</li> </ul>
<b>Knowledge and</b>	<ul style="list-style-type: none"> <li>• Working in a fast-paced customer centric environment</li> </ul>

<p><b>Experience</b></p>	<p>delivering excellent levels of service.</p> <ul style="list-style-type: none"> <li>• Operational experience of delivering leasehold services, including the application of leasehold and other applicable legislation.</li> <li>• Proven experience of service improvement and the development of policies and procedures.</li> <li>• An excellent working knowledge of leasehold and other relevant housing and related legislation.</li> <li>• Substantial record of effective operational delivery.</li> <li>• Proven experience of setting, monitoring, achieving and exceeding key performance targets.</li> <li>• Strong experience of cross functional working in a multi-site environment.</li> </ul>
<p><b>Role Specific Skills &amp; Behaviours</b></p>	<ul style="list-style-type: none"> <li>• An effective team player but with the ability to work independently and make difficult and timely decisions to deliver the right outcomes for residents.</li> <li>• Strong evidence of the ability to collate, analyse and interpret complex information and use it to drive service improvements and ways of working.</li> <li>• Demonstrable problem-solving skills</li> <li>• Proven written and verbal communication skills.</li> <li>• Effective use a wide range of ICT systems and software necessary for the delivery of service and business objectives.</li> <li>• Excellent organisational skills, able to work under pressure, prioritise effectively and meet target deadlines.</li> <li>• Able to identify and meet and needs of a diverse range of people and understand safeguarding and equality and diversity issues.</li> <li>• Highly self-motivated.</li> <li>• Commitment to quality service provision, delivering an excellent customer experience and high levels of customer satisfaction.</li> <li>• Resilience and ability to maintain service delivery through difficult and challenging circumstances.</li> <li>• Innovative and receptive to new ideas of ways of working and willing to challenge existing practices and propose practical alternative solutions.</li> <li>• Flexible and prepared to work outside normal service operating</li> </ul>

hours according to the needs of the service.

- Holds a driving licence and has use of an insured vehicle for work use, or evidence of the ability to travel throughout the area of operation.