

LONDON BOROUGH OF HACKNEY

Job Description

POST TITLE:	Head of Homeownership (Service Improvement & Customer Service)
DIRECTORATE:	Climate, Homes and Economy
SERVICE:	Homeownership Services
GRADE:	P011
LOCATION:	Within the London Borough of Hackney
RESPONSIBLE TO:	Operational Director of Tenancy Services & Home Ownership
RESPONSIBLE FOR:	Customer Service and Disputes Manager, RTB & Resales Manager, Solicitor and & Up to 15-20 staff

PURPOSE OF THE JOB:

This senior position within the Climate, Homes and Economy Directorate will lead the Homeownership Service and have direct strategic responsibility and the overall management of the Leasehold Customer Service and Disputes Team , Right to Buy and Resales Team and the Leasehold Legal Team.

The post holder will work collaboratively with the Head of Homeownership (Service Charge, Consultation and Income) and be able to initiate and embed a clear vision for the Homeownership Service ensuring a culture which is customer and solution focused, in the context of highly complex issues to resolve.

MAIN AREAS OF RESPONSIBILITY:

1. The postholder will have a high degree of political sensitivity and experience of working closely with councillors, the wider community, and other external partners. They will be able to lead, direct and influence at senior level across service boundaries.
2. With the Operations Director (Tenancy & Home O'ship) , lead on the

- development and successful implementation of strategies, business and financial plans for the business area, this includes identifying growth initiatives, partnership working and employee engagement.
3. Play a positive part in delivering any change programmes and motivating and inspiring staff through changes.
 4. Agree with the Operations Director the key objectives, the annual service plan and performance standards and targets, and ensure that they are monitored and achieved in accordance with Council priorities.
 5. Lead the Homeownership Service in accordance with Service Improvement of the council's vision and key priorities, driving significant cultural change through defined new behaviours and competencies.
 6. Provide leadership to the Homeownership team, supporting and guiding them within their roles
 7. To ensure the delivery of a quality leasehold service through regular review of policy, procedure and good practice, ensuring that all complaints received by the Homeownership Team are dealt with within agreed timescales and in line with the terms of the lease. This may include dealing with breaches to restrictions and covenants of the lease.
 8. To ensure that the team provides an advanced disputes resolution service to customers, including negotiating successful outcomes, timely resolution of complaints, prompt and comprehensive legal instructions, and professional advice on lease and lease buyback matters.
 9. Provide recommendations and advice to stakeholders in relation to all aspects of leasehold management and service charges, ensuring compliance with the leases and appropriate legislation, specifically but not limited to s18 – s30 of the Landlord and Tenant Act 1985 (as amended).
 10. To develop and implement excellent customer standards providing comprehensive and professional interface for customers, shared owners, leaseholders and freeholders on a variety of Leasehold matters. Meet statutory, regulatory, compliance and risk requirements across the service.
 11. To ensure effective performance monitoring and evaluation of action plans and other initiatives relating to the Homeownership team and to oversee the performance indicators detailed within these areas, collating and managing all the data needed for accurate monitoring of processes.
 12. Meet customer satisfaction targets.
 13. Through digital transformation, build and manage a consistent approach to supporting our leasehold customers to digitally engage with the Council and keep abreast of advances in technology for customers.
 14. Ensure alterations and Notice enquiries are dealt with in accordance with current best practice and all relevant information is provided regarding lease obligations.
 15. Be responsible for the Councils compliance with all necessary legal requirements commensurate with this role to minimise or alleviate risk.
 16. Champion the Homeownership department through continually improving processes and outcomes for staff and customers.
 17. To ensure that a well trained team is in place with appropriate specialist knowledge relating to leasehold, commercial and service charges.
 18. To lead with confidence, demonstrating flexibility and openness to change and promote an organisational culture that empowers, involves and drives excellence.

19. Understanding of residential leasehold management, including current legislative requirement and industry best practice.
20. Able to manage budgets and develop service plans for a large, complex service area, maximising and targeting resources to deliver against services aims and objectives.
21. Staff engagement is key; help make Homeownership Service a fun and flexible place to work.

22. To provide accurate, timely and relevant advice to the Mayor, Group Director of Climate, Homes and Economy, the Strategic Director, Housing Service and Senior Management Team as appropriate on those aspects of the agenda for which the post holder has lead responsibility, including legislative changes and best practice/innovative approaches to improved service delivery.

23. To advise and support members and colleagues across the Council in key developments and best practice in housing as the principal adviser on Leasehold Management policy and strategy

24. To deputise for the Operations Director in the post holder's own service area and specialisms of the post.

CORPORATE ACCOUNTABILITIES

Corporate Responsibilities

1. Actively contribute to the leadership of the Council in a way that promotes a one organisation' approach.
2. Develop and maintain positive relationships with elected members to ensure the Council and directorate strategic priorities are effectively implemented and to support Members to undertake their strategic monitoring role.
3. To promote equality among all staff, and ensure that services are delivered in a non discriminatory way, that is inclusive of disadvantaged groups.

Service

1. Actively consider new and innovative ways of delivering services that provide high quality and good value for money. Research and benchmark to establish most effective delivery methods.
2. Drive the implementation of consistently high quality service standards and levels of customer service, establish and monitor performance using Council project management and service review approaches.
3. Facilitate effective integration of related services within and across Directorate and the Council, ensure the contribution of partner and contractor organisations is appropriately harnessed.
4. The postholder is expected to work outside of normal office hours, including attendance at evening meetings or committees.

5. The postholder will be expected to undertake additional duties or responsibilities consistent with the role as allocated

People

1. Work collaboratively with the Council's partners to inform strategic decision making sure that this supports the delivery of specific corporate programmes and the community strategy.
2. Establish clarity around expected outcomes and standards, providing clear lines of accountability and delegated authority.
3. Establish and promote a culture of learning and workforce planning that enables staff to realise their potential, manage their careers and therefore improve outcomes for Hackney residents.
4. Manage staff performance appropriately by providing constructive feedback and taking action where performance falls below the expected standard

Finance

1. Develop financial strategies and plans / budgets that support the effective delivery of strategic priorities.
2. Monitor the service budget and ensure it is effectively controlled within cash limits, driving down spend where appropriate.
3. Hold managers to account to provide services that are delivered or procured that represent value for money.

NB: All employees are expected to adhere to the Council's Diversity and Equality and Health and Safety Policies.

SIGNATURES : JOB DESCRIPTION DISCUSSED AND AGREED
SIGNATURE OF POST HOLDER:..... DATE:.....
SIGNATURE OF MANAGER:..... DATE:.....

PERSON SPECIFICATION

POST TITLE:	Head of Homeownership (Service Improvement & Customer Service)
GRADE:	P011
DATE LAST REVIEWED:	July 2022

CRITERIA :	TO BE TESTED AT: (Shortlisting, Interview, Test)
Qualifications, Knowledge & Experience Requirements:	
Significant experience of working in leasehold or financial management within the public or private sector	S/I
A management qualification or relevant management experience	S/I
Proven Technical knowledge and Experience in delivering some or all of the following areas: <ul style="list-style-type: none"> ● Service Charge Calculation and Billing ● S20 Major Works Consultation and Billing ● Income Recovery ● RTB and Resales ● Leasehold Management 	S/I/T
Experience of leading and delivering large scale transformational change in Homeownership Services and the ability to convey a compelling and engaging vision of change	
Experience at regional or national level of engagement with others to influence best practice in Leasehold Management	
Experience of translating strategy into delivery through plans, programmes, people and culture	
Deliver appropriate oversight and leadership to the transformation of Homeownership , ensuring effective delivery of new service provision and new ways of working	

A proven track record of managing a team achieving measurable success and making service improvements	S/I/T
Knowledge of the legislative context and policy framework surrounding Leasehold Services and Right to Buy	S/I/T
Knowledge of reconciling complex accounts between sub systems and the general ledger	S/I/T
Understanding of customer needs within a local authority organisation	S/I
Experience of developing and implementing policies, procedures and efficient IT systems	S/I/T
An understanding of local government	S/I/T
Skills and Abilities:	
Excellent influencing and negotiation skills	I/T
A motivational leader, who coaches and inspires service excellence and accountability	I
Ability to problem solve developing creative and innovative solutions to ensure the service is continually improved	S/I/T
Ability to develop and maintain effective partnerships and relationships with customers and key internal and external stakeholders	S/I/T
Excellent oral and written communication skills, with an ability to present complex financial and statistical information clearly to finance and non-finance audiences	S/I/T
Ability to operate effectively, meet conflicting priorities and delegate work where necessary in order to meet deadlines	S/I/T
Excellent analytical skills to be able to review, interpret and present financial and statistical data	S/I/T
Able to work on own initiative, be flexible and a supportive member of a team	I
Excellent IT skills, proficient in Microsoft packages, especially Excel and Access	S/I/T
Budget monitoring	S/I/T
Project management	S/I/T
System design and development	S/I/T
London Borough of Hackney Requirements:	
Commitment to London Borough of Hackney's core vision and values	I
Commitment to a culture of learning, development and empowerment across the organisation	I
Wholehearted commitment to the principle of achieving equality of opportunity and celebrating diversity	I
Committed to team working	I

Other Special Requirements:	
Willingness and ability to work flexible hours on occasions including during some weekends and evenings.	

NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.