

BROXTOWE BOROUGH COUNCIL

JOB DESCRIPTION

Directorate:	Chief Executive
Division:	Housing
Post No & Job Title:	H39 Home Ownership and Performance Manager
Grade:	9
Responsible to:	H131 Housing Services and Strategy Manager
Responsible for:	T418 Homeownership and Performance Officer H62 Leasehold Officer TMPH55 Housing Acquisitions Officer H284 Housing Land Officer
Main purpose of the job:	<p>Responsible for the provision of an effective and responsive service to tenants, right to buy applicants, leaseholders and prospective sellers.</p> <p>Provide expert technical advice, support and training to the department in all leasehold, right to buy, acquisitions and performance matters.</p> <p>Ensure that Right to Buy applications are assessed and completed within the legal deadlines as detailed in the Housing Act 1985 Part V (Right to Buy)</p> <p>Ensure that an efficient and effective management service is provided to leaseholders.</p> <p>Ensure that sold land and property is recorded accurately, and that any disputes are resolved quickly and effectively.</p> <p>Support the Housing Delivery Group to acquire properties back into the Council's Housing stock (both Right of First Refusal and open market acquisitions).</p> <p>Monitor the performance of the Housing Service and make recommendations for improvements.</p>

Main Duties and Responsibilities:

Right to Buy

1. Ensure that an efficient and effective Right to Buy service is provided in accordance with the Housing Act 1985 Part V (Right to Buy).
2. Support the Homeownership and Performance Officer in their role to administer the Right to Buy scheme in a timely manner, adhering to any statutory timeframes.
3. Respond to Delay Notices, liaise with the District Valuer (Valuation Agency Office) when a determination is requested. Attend meetings and valuation inspections on site when required.
4. Liaise with and prepare for the First Tier Tribunal (Property Chamber) as necessary.
5. Confirm property eligibility when an application is received by considering the criteria for property exemptions.
6. Provide detailed advice to customers, representatives, Councillors, staff and management and respond to enquiries about the Right to Buy scheme and applications.
7. Serve Statutory Notices including RTB2s, Offer of Sales and S125E in compliance with Part V of the Housing Act 1985 (as amended) ensuring information is complete, accurate and served within timelines.
8. Prepare cases for Legal Services, including the preparation of plans for the Land Registry. Respond to internal and external solicitor enquiries.
9. Terminate applications promptly where no response is received or in accordance with tenant's instructions.
10. Keep abreast with case law and any changes in legislation regarding Right to Buy, ensuring that any change is advertised to tenants within the statutory 28-day period. Prepare and maintain Right to Buy information that is sent out to tenants.
11. Proactively investigate anomalies and work with internal and external departments including Tenancy Management, Audit, Valuers and Legal Services to identify, prevent and prosecute fraudulent applicants.
12. Formalise completion processes when sale is complete and compile statistical data.

Leasehold

13. Support the Leasehold Officer to ensure a Leasehold Service is provided in accordance with the regulatory code and legal framework, including the Commonhold and Leasehold Reform Act 2002.

14. Assess and resolve a wide range of complex enquiries in accordance with legislation, processes, procedures and policies with the objective of providing an outstanding customer experience. This includes but is not limited to permissions, licences, subletting, assignments and complex lease enquiries. Liaise with other departments, making sure any decisions on complex matters are resolved quickly.
15. Drive cross-team collaboration to ensure service costs are identified, recoverable and charged, such as major works, communal lighting, grounds maintenance and repairs.
16. Manage the Section 20 statutory consultation process, ensuring that long-term agreements fulfil statutory requirements. Consider financial implications for the Council and the leaseholder.
17. Ensure that the correct process is followed in regards to major works and service charges.
18. Investigate complaints from leaseholders, make improvements to the service following any issues identified.
19. Oversee the calculation and administration of Leasehold Service Charges (including management and admin fee). Consider any financial implications for the Council and the leaseholder.
20. Budget management for the Leasehold Service.
21. Prepare cases for the First Tier Tribunal as necessary.
22. Keep abreast of any case law and changes in legislation which would impact the Leasehold Service. Regularly review to ensure that good practice is followed.

Acquisitions

23. Support the Housing Acquisitions Officer in the process of buying back residential property to the Council's Housing stock, either via the open market or by the seller approaching the Council.
24. Ensure that any statutory timeframes are adhered to and an efficient and effective service is delivered.
25. Ensure allocated budget is monitored.
26. Work collaboratively with other sections to discuss development opportunities and housing need.

Performance

27. Produce and analyse performance data and identify new opportunities to improve performance management in Housing. Confidently make recommendations based upon data driven analysis.

28. Contribute to the development of a performance management culture within the department, providing on-going advice, guidance, training and motivation. Help staff to understand their contribution to departmental and corporate goals.
29. Analyse service data and trends, and identify areas for continuous improvement using benchmarking.
30. Co-ordinate benchmarking exercises, including HouseMark and APSE, on a monthly, quarterly and annual basis.
31. Co-ordinate the collection of customer satisfaction data.
32. Present performance data to various audiences, including Housing management, tenants and leaseholders.
33. Ensure that performance information is available to tenants, leaseholders and other relevant stakeholders in a transparent manner.
34. Co-ordinate and complete the data returns for Central Government, such as CORE, Local Government Housing Statistics (LAHS) and returns for Regulator for Social Housing.
35. Co-ordinate and respond to Freedom of Information requests on behalf of Housing.
36. Assist with the monitoring of the Housing Business Plan and Housing Strategy.

General

37. Ensure land and properties sold are recorded accurately. Ensure any disputes are rectified in a timely and satisfactory manner.
38. Work collaboratively with the Audit team and other colleagues to identify any areas for improvement. Develop initiatives that will improve service delivery.
39. Ensure that all policies and procedures in the service area are fit for purpose and meet good practice and legal obligations.
40. Involve tenants and leaseholders in proposed changes to service delivery.
41. Attend meetings with external agencies and local authorities.
42. Implement Council policy in respect of recruitment, employment, training, discipline, attendance management and health and safety within the section.
43. Deputise for the Housing Services and Strategy Manager in their absence.
44. Carry out any other duties that are within the scope and grading of the post which could also be requested by the Housing Services and Strategy Manager or Head of Housing.

NOTE

The above job description sets out the main responsibilities of H39 - Homeownership & Performance Manager but should not be regarded as an exhaustive list of the

duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.