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Job Profile

Job Title: Leasehold Team Leader

Reporting to: Commercial Premises and Leasehold Manager

Management Responsibility: Leasehold Officer

Job Purpose

You will support the Commercial Premises and Leasehold Manager in the delivery of all aspects of PCH's service to an expanding portfolio of residential leaseholders. You will:

- Oversee the delivery of an excellent service to our leasehold and shared ownership customers and ensure that PCH leasehold and shared ownership properties are effectively managed.
- Directly oversee and line manage the team of Leasehold Officers.
- Oversee PCH's arrangements for stakeholder engagement and consultation with leaseholders and shared owners.
- Provide advice to other parts of PCH on leasehold and shared ownership issues.

Main Duties and Responsibilities

- Lead, motivate and engage the Leasehold Team to ensure the delivery of a high quality service. Work with the Commercial Premises and Leasehold Manager to develop and implement operational objectives to support the strategic objectives for leaseholders and shared owners.
- Directly oversee and line manage the team of Leasehold Officers.
- Develop and deliver customer focussed stakeholder engagement, consulting and engaging with leaseholders and shared owners to gather their views and input to help shape the Leaseholder Management Policy and the delivery of an effective leasehold service.
- Set up and attend leaseholder and shared ownership group meetings, attending in and out of hours as required.
- Manage the performance of the Leasehold Team, using monitoring and mentoring techniques to ensure a high quality service is provided. Ensure resources are flexible and are deployed effectively, and key performance indicators and service agreements are developed and implemented effectively. Ensure underperformance is identified and addressed promptly and effectively.
- Be conversant in leasehold legislation interpreting long leases, head leases, management agreements and service level agreements, and provide appropriate guidance and support for the Leasehold Team.
- Employ your knowledge of leasehold legislation and leases to make appropriate decisions about the best course of action to take as different situations arise,

ensuring the best outcome for PCH and for the customer, and ensuring that risks are minimised.

- Oversee enforcement action in terms of lease breaches, supporting the Leasehold Team in applying to the First Tier Tribunal and Court. Attend and lead on cases at the First Tier Tribunal or Court as required.
- Implement and review effective internal business processes to support the management of the leasehold service, ensuring we adhere to statutory and regulatory policies and frameworks.
- Ensure the Leasehold Team follow agreed business processes, adopting a customer centred problem solving approach to effectively support leaseholders and shared owners, including adherence to statutory and regulatory policies and frameworks.
- Manage the delivery of the statutory consultative programme for leasehold major works, including responding to observations and associated correspondence from residents. Ensure this process is carried out exactly in accordance with legal requirements so that the risk to PCH that arises from errors in this process is mitigated.
- Manage an effective income collection and recovery service in accordance with legislation, policies, performance standards/ targets and customer satisfaction requirements for Leaseholders.
- Work closely with colleagues in the Asset Management team to ensure that PCH meets its obligations in respect of fire safety as they apply to leaseholders and shared owners.
- Provide advice to other parts of PCH on leasehold and shared ownership issues.
- Assist with leasehold and shared ownership training for officers throughout PCH as required.
- Assist with the Commercial Premises and Leasehold Manager in the risk management processes required for this service.
- Deputise for the Commercial Premises and Leasehold Manager as required.

Risk Management

Work within the established risk management framework of PCH ensuring effective systems are in place to deliver services and activities within the directorate.

Contribute to effective business continuity arrangements to support the organisation to maintain services.

Develop effective working relationships with internal and external audit to ensure monitoring of systems and procedures and compliance with regulatory and statutory requirements.

Financial Management

Responsible for the effective and efficient management of finances/budgets within the department ensuring adherence to PCH financial standing orders and procedures.

Corporate Management

As a member of the Senior and Wider Management Teams, make a positive contribution to achieving agreed corporate objectives and values.

Participate actively in the business and financial planning and management process, setting and monitoring departmental objectives as appropriate.

Maintain and develop positive relationships with regulatory and statutory agencies, local authorities, regional bodies, and key stakeholders to promote PCH as a leading service provider and maximise opportunities for achieving business objectives.

Prepare and present regular reports for the Board of Management and Committees, and ensure that the Board members have sufficient information to enable them to discharge their responsibilities effectively.

Maintain up to date knowledge of health & safety legislation and best practice to ensure compliance for your areas of responsibility are met.

Ensure effective management of complaints working collaboratively with other PCH staff and stakeholders to achieve successful outcomes.

General

Provide effective and open leadership to the department, ensuring that employees are recruited, trained, managed, appraised and developed in accordance with PCH's policies to maximise full individual and team potential.

Ensure all services provided within the department are properly delivered to the highest standards. This includes contracted services and working with key partners and stakeholders to achieve this.

Work proactively, engage and build relationships with all internal and external stakeholders to deliver the objectives of this role.

Ensure action is taken to encourage, promote and sustain genuine customer participation in all services provided.

Ensure that policies and procedures are regularly reviewed to ensure the provision of effective, efficient and customer focussed service delivery.

Provide a positive image of PCH to customers, and actively promote and represent PCH with existing and prospective stakeholders and partners including national, regional and sub-regional organisations.

Promote Value for Money, efficiency and continuous improvement within PCH and participate in the process of service improvement, review and change.

Observe and promote the organisation's equality and diversity strategy in accordance with PCH's objectives at all times.

Ensure the department is compliant with all regulatory requirements, including those of the Regulator of Social Housing, the Financial Conduct Authority, the Charity Commission and GDPR.

Actively support the organisation's environmental and sustainability agenda

No job description can be entirely comprehensive and the job holder will be expected to carry out such duties as may be required from time to time consistent with the status and responsibilities of the role within the organisation.

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Plymouth Community Homes
PERSON SPECIFICATION
(Leasehold Team Leader)

	Essential	Desirable
Experience	<p>Proven track record of managing a high quality customer service function, preferably in the housing sector.</p> <p>Experience of successfully leading, managing and motivating teams, including managing team performance.</p> <p>Customer focused with excellent communication skills, both verbal and written, with the ability to work at all levels within the business.</p> <p>Excellent attention to detail with the ability to work under pressure, deliver to strict deadlines and manage conflicting priorities.</p> <p>Previous experience of debt recovery.</p> <p>Effective stakeholder management and engagement, both internally and external to the organisation.</p>	<p>Experience of working with residential leaseholders and shared owners.</p>
Knowledge	<p>Knowledge and understanding of housing and leasehold legislation.</p> <p>Knowledge of shared ownership management.</p> <p>Knowledge of planning and organising individual and team work / performance.</p>	

<p>Skills / Abilities</p>	<p>Ability to provide clear, confident and effective leadership in a busy environment, motivating others to maximise their performance and delegating effectively where appropriate</p> <p>Ability to work effectively across departmental boundaries, supervising and managing staff, maintaining discipline and motivating staff to deliver an excellent service.</p> <p>Ability to respond immediately to unforeseen situations, defuse situations, and ensure a robust but professional and sensitive service is provided to internal and external customers</p> <p>Ability to remain calm in pressurised situations</p> <p>Able to accurately pinpoint problems, analyse and provide effective solutions.</p> <p>Skill in building rapport and relationship with a wide range of customers and staff.</p> <p>Ability to work well in a team and to lead on project work</p> <p>Firmness balanced with empathy and strong listening skills.</p> <p>Excellent communication skills, both written and verbal. Including the ability to communicate effectively and sensitively with clients.</p> <p>Good organisational skills.</p> <p>Ability to work to deadlines and manage conflicting priorities.</p> <p>Ability to write clear and accurate reports for a variety of audiences, including EMT and board members.</p> <p>Ability to use I.T. including Word, Excel and Outlook applications.</p> <p>Must be numerate and possess the ability to provide and process</p>	
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	<p>information accurately and in a timely manner.</p> <p>Ability to work with complex and changing company / regulatory/ sector expectations.</p> <p>A positive 'can do' attitude.</p>	
Qualifications	Management related qualification or equivalent experience.	Professionally qualified in social housing, property or related professions.
Physical Requirements	Ability to access and move around offices and private homes.	Access to own transport .

Note: PCH is committed to providing access, aids, adaptations and alternatives wherever possible and reasonable to enable disabled people to fulfil the criteria for, and undertake the duties, of its jobs.

GENERAL RESPONSIBILITIES

1. Confidentiality

The post holder must maintain confidentiality of information about staff and residents and Plymouth Community Homes (hereinafter referred to as PCH) business and be aware of current Data Protection legislation

2. Standards of Business Conduct

PCH expect all employees to maintain the highest standards of personal and business conduct at all times. The handbook sets out the PCH expectations under sections: Code of Conduct and Declaration of Interests, copies are available from the Human Resources Department at Plumer House.

3. Health & Safety

The post holder should be aware of the responsibility placed on employees under the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment.

4. Equality & Diversity

PCH is opposed to direct and indirect discrimination and aims to promote equal opportunities. Any employee of PCH is required to treat all colleagues, customers,

stakeholders and partners equally, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

All employees must abide by these principles and comply with PCH policies and strategies in support of these principles which may be issued from time to time by PCH.

5. Training and Development

To attend appropriate training courses and supervision meetings as required.

6. Communication

To attend staff and team meetings.

7. Risk Management

Consider and follow the PCH Risk Management processes when participating in service planning and delivery.

PURPOSE OF A JOB DESCRIPTION

This is a description of the job as it is presently constituted. Job descriptions are reviewed and updated when considered necessary to reflect any changes to the job being done and to incorporate changes. Employees will be consulted on any changes in their job description in a meeting with their line manager. If agreement is not possible PCH reserves the right to insist on changes by adding to, taking away or substituting duties; provided that in doing so we do not change the fundamental nature of the post.

	Competency	The PCH Manager
Leadership	Supporting employee growth	Helps employees in their career development and progression. Offers appropriate coaching and mentoring Gives positive and constructive feedback, offers praise and rewards good work
	Interpersonal style and integrity	Shows genuine care and concern for employees. Shows interest in them as individuals. Holds regular one-to-one meetings with employees and is available when needed. Demonstrates a positive approach to work, leading by example. Respects confidentiality and treats employees fairly.
	Setting and Monitoring direction	Sets clear goals and objectives, giving clear explanations of expected outcomes. Monitors achievement, performance and conduct appropriately, and offers advice and guidance. Makes fair but robust and timely interventions when things go wrong. Is aware of the team's workload, considers resource options or redistributes workload when necessary. Keeps their technical and professional knowledge up to date.
Driving Business Performance	Quality and Standards	Demonstrates a commitment to achieving high standards and seeking continual improvements. Understands performance indicators and uses them to build a high quality service.
	Strategic Focus	Understands the broad issues facing the business and their service and can set the short – medium terms agenda for their team or section with appropriate communication.
	Understanding our business	Understands the business priorities, services and the important business issues. Proactively learns more about the whole organisation and its business outside of their normal role.
	Planning and Organising	Translates organisational goals into clear and practical plans for team (s). Implements and monitors these.
	Problem Solving / decision Making	Identifies problems and solutions. Responds to issues with insight and creativity.
	Managing Change	Can plan and execute change effectively without undue disruption and taking people along with them in the process.
	Communications and Influence	Has excellent communication skills and is thorough accurate and clear. Checks understanding and gives feedback. Chooses the right style and medium when communicating
	Managing Finances, resources and Risk	Understands the key financial issues and exercises effective VFM and budgetary control over their activities. Understands the concept of risk and can identify and effectively control existing risks to the organisation.
	Customer focus	Actively seeks customer feedback and incorporates it into decisions affecting customer. Ensures complaints are resolved effectively and develops / amends process to prevent recurrence.

Part of the Team

Team working	Builds own team but also develops strong and effective relationships across the wider management team. Contributes to whole organisation activities. Understands the role and priorities of their fellow managers and gives them support in achieving their own objectives.
Partnerships	Works collaboratively with partner organisations and maintains our reputation whilst safeguarding our wider interests if necessary.
One organisation	Works in a collegiate style with managers and staff across the organisation. Actively uses the brand values and beliefs in delivering their service and managing their team. Encourages their team to champion the brand as values and to be "whole company players".
Diversity, Community and Society	Promotes equality at work in their team and across the organisation. Values diversity and actively looks to work with it. Understands its impact on how we deliver our service. Works within the E & D strategy.

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