

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation: Homeownership Officer **Grade:** SO1

Reports to
(Designation): Leasehold Consultation
Manager

Directorate: Housing **Section:** Homeownership
Consultation team

Main Purpose of the job:

To provide a high quality, customer focused and responsive Home Ownership service to Lewisham residents.

Summary of Responsibilities and Personal Duties:

- Consult with leaseholders (statutory and non-statutory consultation) and assist with applications for dispensation.
- Issue Section 20 Notices and keep robust records of each contract.
- Deal with leaseholder enquiries via email, telephone, and face to face.
- Issue bills using Word templates and Excel mail merge.
- Build good working relationships with the local Tenant and Residents' Associations and attend out of hours meetings when required.
- Respond to correspondence and complaints and provide drafts for member's enquiries.
- Identify and record details of vulnerable residents, signpost residents for support as required.
- Ensure safeguarding concerns are acted on immediately and in compliance with the safeguarding procedure.
- Investigate complex cases, work collaboratively with other departments, partners and stakeholders to ensure multi agency responses to complex cases. Carry out home / estate visits / inspections in a lone working capacity as required.
- Take legal action as necessary. Ensure all legal paperwork is completed to a high standard. Attend court hearings (including tribunal & mediation), representing the organisation positively at all times.
- Keep up to date with all relevant legislation and good practice issues relating to the role.
- Engage in generic team duties such as manning the wider team inbox.
- Assist Collection and arrears team section
- Assist RTB and service charge team section

Generic Responsibilities

- Maintain excellent customer service in all areas of work.
- Take responsibility for own learning and development.
- Comply with all Lewisham Council policies, including contractual standing orders, financial regulations and all HR policies and procedures including Health & Safety and Equality & Diversity.
- The post holder will be expected to take a flexible approach to all duties and assist in covering for all aspects of work within the overall grading of the post.
- To meet Lewisham Councils key performance indicator targets.
Some supervisory responsibilities for temporary assigned or shared employees. Including on job training or allocation and checking work for quality and quantity.

This job description is not exclusive or exhaustive. It is intended as an outline indication of the areas of activity and can be amended in the light of the changing needs of the organisation.

Internal Contacts: These include all sections within Homeownership, Asset Management, Major Works department, Repairs department, Legal department and Insurance section.

External Contacts: This will include vendors solicitors, contractors, leaseholders and residents.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in Appraisal and Performance Management processes and to undertake appropriate training and development, including mandatory induction training, identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

PERSON SPECIFICATION

JOB TITLE: Homeownership Officer
Oracle Position ID: 60271

POST NO: CPR ID No: 5171?

DEPARTMENT: Housing

GRADE: SO1

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, and are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria, you will be shortlisted, and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity

Awareness of and a commitment to Equality of Access and Opportunity in a diverse community S
Understanding of how equality and diversity relates to this post S
Comply with all Lewisham Councils policies, including contractual standing orders, financial regulations and all HR policies and procedures including Health & Safety and Equality & Diversity

Knowledge

Thorough knowledge of Leasehold Legislation S
An understanding of the current challenges faced by a social housing provider, within the context of the role applied for S
Ability to analyse and present management information to support effective decision-making. S

Aptitude

Ability to work productively in a high pressure environment
Ability to accept new ideas and change initiatives
Flexible to meet the needs of cyclical workloads within the wider team
Manages time effectively and delivers a positive can do attitude at all times
Values customers - Identifies and clarifies individual customer's needs and expects the best outcome for the service user S

Skills

(Skills can only be used as shortlisting criteria if the skill is to be tested)

(To Be Tested – S)

Manage conflicting and demanding priorities, from both within the team and externally whilst focusing on delivering outcomes to the benefit of the services

Deliver and maintain excellent customer service in all areas of work, being customer focused.

Excellent written and verbal skills with high organizational skills S
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Proficient use of Microsoft office suite with Intermediate or advanced Excel skills S
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Experience

Experience of writing complex reports or witness statements

Experience of working to deadlines and achieving targets through own work and work driven through teams

Experience of successfully managing challenging customers / service users S
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General Education

Good level of general education including grade A-C GCSE or equivalent in Maths and English

Personal Qualities

Maintain excellent customer service in all areas of work and ensure continued personal development
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DBS Disclosure Required?

No

☐

Basic

x

Enhanced

☐

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally candidates must meet the standard Lewisham requirements for the post