



WEST LANCASHIRE BOROUGH COUNCIL

JOB DESCRIPTION

Directorate:	Housing and Inclusion Services
Job Title:	Leasehold and Service Charges Project Manager
Grade:	SO2
Designated Line Manager:	Service Improvement and Special Projects Manager
Directly Responsible for:	None
Car Categorisation of Post:	Casual

Purpose of Job:

Develop and implement an improvement plan to ensure that leasehold and service charge arrangements are transparent and the Council is maximizing income.

Provide expert advice and support on leasehold and general service charge management, ensuring the Council operates within the law and mitigate legal action against the Council.

Provide a high quality, compliant and customer focused service to West Lancashire Borough Council (WLBC) residential leaseholders and service charge paying customers.

Core tasks:

1. Lead continuous improvements within the leasehold service, including managing improvement plans and reporting progress against key milestones.
2. Lead the review of service charge arrangements across different tenures and provide support for the implementation of initiatives that will provide strategic and operational benefit, and ensure compliance with relevant legislation.
3. In accordance with the improvement plan, implement procedures that ensure a consistent annual service charge budget setting for all tenure types with the assistance of a service charge management system. To oversee the implementation and management of such a system.
4. Review the annual expenditure on all accounts, ensuring these are reasonable and transparent for leaseholders and service charge paying tenants. Arrange for the preparation of annual audited accounts to ensure compliance with statutory and contractual obligations.
5. Monitor and evaluate best practice and legislative changes, with a view to ensuring that policy and procedures are updated and shared as appropriate.
6. Establish and monitor performance targets, and report on these as required.
7. Lead the Leasehold Voice Forum and adopt various methods of engagement and consultation opportunities with leaseholders to help drive improvements to the service.
8. Responsible for monitoring income collection of leasehold service charges; providing advice and taking appropriate action regarding the recovery of arrears, including, where appropriate, applications to the First Tier Tribunal. Monitor the effectiveness of current income recovery methods, and introduce service improvements to maximize income.
9. Monitor and manage deductions from the Advanced Payment Fund for leaseholders in line with capital works undertaken. Introduce clear procedures which comply with legislation and in particular s20 consultation regulations. Providing support and advice to the service where required.

10. Support the service in ensuring that all statutory requirements of s20 consultation for leaseholders are undertaken in respect of capital programmed works, and Framework / OJEU procurements, to include drafting of notices and correspondence. To make applications for dispensation to the First Tier Tribunal in respect of emergency works to include preparation of case papers.
11. Review commercial and residential leases within the Housing and Inclusion Services Directorate to help clarify the Council's legal obligations and responsibilities and the viability of current arrangements. Liaise with the legal team regarding the negotiation of existing and new terms where appropriate. Support the service to consider opportunities for income maximization.
12. To be responsible for managing the process for all voluntary and statutory lease extensions for all Council leaseholders. Responsible for initiating the application process, provision of advice and the preparation of notices, including instructing legal and valuation teams. Dealing with enforcement of breaches of the lease and alteration requests.
13. Work with the legal team regarding the management of lease assignments, provide accurate response to leasehold enquires from solicitors on resale or purchase, assist with queries and manage the post completion documentation requirements. Provide advice and assistance to the Right to Buy team on service charges and other leasehold matters, to undertake home visits where required.
14. Work together with colleagues across other services to provide a comprehensive service to leaseholders and service charge paying customers. Act as a first point of contact for complex leasehold enquires, providing sound advice and support on leasehold and service charge matters.

Customer Care: To meet the Council's Standards of Customer Care at all times.

Core Tasks: To undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

Equal Opportunities: The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

Health & Safety: All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

Legislation: To comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

Training & Development: To comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

Prepared by:	Peter Morrison	Date:	December 2018
Approved by:		Date:	