



WEST LANCASHIRE BOROUGH COUNCIL

PERSON SPECIFICATION

Job Title: Leasehold and Service Charges Project Manager	Grade: SO2	
Directorate: Housing and Inclusion Services		
Requirements <i>(on the basis of the job description)</i>	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), presentation (P)
Qualifications		
5 GCSEs with at least a grade C in Maths & English(or equivalent), and or Qualification in Housing	E	AF and I
Educated to degree level or higher (or equivalent experience)	D	AF and I
Qualification relating to Landlord, Tenant and Service Charges	D	AF and I
Experience		
Proven experience of service charge management, and the legal framework for variable service charges	E	AF and I
Experience of the Statutory S20 consultation process and relevant regulations in relation to leasehold and contract management within the housing sector	E	AF and I
Experience of the annual service charge budget setting process, and the legal framework, together with experience of reserve funds and management thereof	E	AF and I
Experience of interpreting leases and other legal documents accurately, and knowledge of landlord and leaseholder responsibilities	E	AF and I
Experience of leasehold and service charge arrears recovery processes through the courts and tribunals, and experience in drafting pleadings and relevant documentation, and attendance at court/tribunal hearings	E	AF and I
Experience in project management using project management methodologies, such as PRINCE 2™; ensuring these are delivered on time and within budget	E	AF and I
Experience of delivering service improvements and significant change with multiple concurrent projects	E	AF and I
Experience of delivering presentations, and training sessions, running works shops and undertaking training for a range of different client groups/ stakeholders	E	AF and I
Experience of service charge consultation events/customer meetings/engagement initiatives	E	AF and I
Knowledge/Skills/Abilities		
Significant knowledge of Leasehold legislation, Landlord and Tenant Acts, Common hold Reform Act 2002, and other relevant legislation in respect of service charges and recovery thereof	E	AF and I
Knowledge and experience of the right to buy process, current housing issues, relevant legislation and policy developments in the UK	E	AF and I

Ability to demonstrate good written skills	E	AF and I
Ability to demonstrate good communication and presentation skills	E	AF and I
Ability to solve problems and work on own initiative, to deadlines	E	AF and I
High level of tenacity, perseverance and a positive approach to deal with change and awareness of initiatives to secure performance improvements and efficiencies	E	AF and I
Be customer focused with a track record of measurable service improvements across a complex business	E	AF and I
Be results focused with effective delivery capability; able to manage programmes of activity and to deliver key projects on time and to budget	E	AF and I
Excellent interpersonal and organisational skills	E	AF and I
Ability to liaise and communicate confidently with colleagues at all levels and external agencies	E	AF and I
Excellent IT skills and knowledge of Housing Management software	E	AF and I
Ability to work under pressure	E	AF and I
Other (including special requirements)		
1. Commitment to Equality	E	AF and I
2. Commitment to Health & Safety	E	AF and I
3. Satisfactory Baseline Personnel Security Standard Check	E	Document Checks (includes Basic DBS)
4. The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English	E	AF and I
Prepared by: Peter Morrison		Date: December 2018
Approved by:		Date: