

## Job Description

Job title	Housing Leasehold Assistant
Directorate	PLACE : Regeneration, Culture and Environment
Division	HRA Housing Services
Range	MPR 2
Reports to	Senior Income & Arrears Officer

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### Main purpose of the job:

To provide a range of general administrative duties in order to support service delivery.

To act as the first point of contact for internal and external customers and provide a professional and welcoming environment at all times.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

### Accountabilities and outcomes:

To assist with leasehold related matters including Service Charge, Income collection, Lease Extension, Land Sale, Right to Buy applications, and general administration duties.

To manage the first stages of the Right to Buy and Land Sale application and enquires relating to Leaseholders.

To assist with debt recovery of service charge and ground rent for current and former leaseholders. To use all available resources to trace former debt to the council and make use of debt recovery agencies as appropriate.

To liaise with internal and external organisation and also support with complaints investigation and response.

To assist with bulk communications with customers including mail-outs, bulk email and bulk text message campaigns.

To provide good customer service by answering telephone calls and emails, resolve them at the point of contact if possible. For complex cases ensuring all details are made available to the Right to Buy Officer and that cases are correctly prioritised.

To raise repairs or maintenance issues reported by leaseholders and follow up with Property Services Team and appropriate contractor. Also assist in responding to alteration requests from leaseholders in liaison with Property

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Services team.

Assist with organising and running customer involvement events involving leaseholders and Medway Council HRA residents

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

### Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

### Organisation:

This role reports to the Senior Income and Arrears/Leasehold Officer.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees. The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

### Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.



### Person specification

All criteria at level A are considered essential unless stated otherwise.

#### Qualifications

##### Level A

GCSE's in English and Maths (grades 4-9) or equivalent

Willingness to undertake and complete all mandatory training.

##### Level B (in addition to level A criteria)

Completion of role specific training as identified on the HRA training matrix

##### Level C (in addition to levels A and B)

Working towards Level 3 in Business Administration.

Evidence of ongoing continuous professional development

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#### Knowledge

##### Level A

- An awareness and understanding of confidentiality and data protection procedures.
- An awareness of the service area.
- An awareness of equality, diversity and inclusion.

##### Level B (in addition to level A criteria)

- An awareness of policies and legislation relevant to the service.
- A good understanding of the procedures and practices relevant to the service area and own area of work.

##### Level C (in addition to levels A and B)

- A understanding of GDPR legislation and best practice in relation to information sharing.
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#### Experience

##### Level A

- Experience of providing administrative support to a team.
- Experience of undertaking routine data entry with care and accuracy.

##### Level B (in addition to level A criteria)

- Experience of supporting with multiple copies of documents, using photocopier.
- Experience of dealing with confidential and sensitive data

##### Level C (in addition to levels A and B)

- Experience of analysing information and considering alternative solutions.
  - Experience of providing a comprehensive administrative and/or customer support service.
  - Experience of updating records on electronic or hard copy filing systems.
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### Skills

#### Level A

- Ability to use Microsoft Word, Excel, Teams and Outlook.
- Effectively exchange basic information, both orally and in writing.
- Ability to maintain confidentiality at all times.

#### Level B (in addition to level A criteria)

- Ability to organise and prioritise workload to achieve deadlines.
- Ability to maintain effective computerised and manual filing systems, where care, accuracy, confidentiality and security are important.

#### Level C (in addition to levels A and B)

- Good interpersonal skills with a confident telephone manner, and the ability to create a welcoming environment for members of the public, staff and stakeholders.
- Demonstrable ability to work within defined procedures and to work independently, using initiative to deal with situations, referring to supervisor/line manager for unusual or difficult problems.
- Ability to input data, where care, accuracy, confidentiality and security are important.
- Ability to demonstrate commitment to equality, diversity and inclusion.