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| DBS Disclosure Required: | Yes |  | No |  | Standard |  | Enhanced |  | Enhanced + |  |

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| **Purpose:** *Why does this role exist – to what end result or outcome (business or customer) does it support?* | |
| To maximise the recovery of service charge expenditures for designated estates. | |
| **Key Responsibilities / Deliverables:** *What major activity or function does this role* | |
| 1. Set-up accurate, complete and valid service charge estimates of all schemes assigned to the role holder. 2. Confirm final costs for all schemes assigned to the role holder. 3. Resolve all service charge-related queries and issues within agreed service level targets. 4. Account for all variances where full recovery of service charge costs cannot be achieved. | |
| **Main Accountabilities:** | **Time(%)** |
| Leadership, Management and customer service   * Owns the management and resolution of resident and internal queries and issues within the defined service level targets. * Highlighting L&Q’s legal position in mixed managed estates ie having a clear understanding of our upward and downward responsibilities as an intermediate landlord | 20% |
| Strategy and achieving objectives   * Process the estimates and actuals for the designated estates (approx. 12,000 units) to the agreed deadlines * Deficit to be reduced to agreed levels and to report reasons for any non-collectable services | 20% |
| Working with others – internal   * Regular contact with Neighbourhoods, customer services and other teams responsible for providing services (including Homeowners, Estate Services, M&E): to keep aware of works * Monthly (minimum) n/hood visits assisting with delivering SC-specific training when required * Work with in-house legal team/external solicitors on any litigation issues involving First Tier Tribunals. | 20% |
| Working with others – external   * Represents L&Q at First Tier Tribunal and court cases, with specific residents or resident meetings, which may require attending out-of-hours and sometimes at short notice. * Manages the issue of S20b notices to residents. * Assist external auditors to verify SC Final Statements | 10% |
| Budgetary responsibility   * None | 0% |
| Compliance   * Ensure compliance with legal framework for SC estimates and SC actuals * Allocation of costs complies with legal tenancy /lease agreements * Ensure that sections 18-30 of the landlord and tenant act are complied with including any other relevant legislation relevant to role. | 5% |
| Records and Systems   * Maintain accurate data on the Service Charge system in relation to the assigned estates * Ensuring all activities relating to resident queries are accurately recorded on CRM. | 20% |
| Operational Risk   * Identify any unforeseen costs due to unscheduled works which may prevent or influence the ability to fully recover costs (in effect creating a SC Deficit) * Owns the identification and resolution of any risk associated with not being able to recover the allocated costs to the agreed level. | 5% |

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| **Financial Responsibility:** *Enter below any revenue, operating or capital budgets for which the role is accountable (individually or as part of a team). Can include the market value of the work being directly undertaken by the role.* | | | | | |
| * Role assists in setting accurate service charges to the value of approx. £50 Million across approx. 60,000 units. * Individually each lead is responsible for accurate service charge setting for around 12,000 units to the value of approx. £9million. | | | | | |
| **People Responsibility:** *The number (average or range) of employees that the role has supervisory / management responsibility for.* | | | | | |
|  | | | Direct Reports | Indirect Reports | |
| Total Employees | | | 0 | 0 | |
| *Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities that means having work management responsibility over people (internal/external).* | | | | | |
| * None | | | | | |
| **Technical Knowledge/Skills:** *Those required to successfully perform the job role (max 12); including a requirement for academic, vocational or professional qualifications* | | | | |
| * Strong understanding of legislation relating to service charges | * Able to work proactively, displaying initiative and confidence with a logical, systematic and methodical approach | | |
| * Knowledge of financial accounting (income/expenditure) | * Handling conflict with customers | | |
| * Produce clear, concise reports for internal/external customers | * Ability to make effective judgements based on facts demonstrated through assessment of analysis and risk | | |
| * Problem solving skills | * Deliver accurate and timely written and verbal communication, adapting style of communication to different audiences. | | |
| * Effective communicator in challenging situations (court appearance, resident complaints) | * Ability to set own priorities in order to achieve set deadlines & targets. | | |
| * Property management qualification | * IT literate and able to quickly acquire knowledge of web-based applications | | |
| **L&Q Values:**  *Our guiding principles that describe how we deliver our mission and vision through our behaviours and actions.* | | | | |
| **People** :We care about the happiness and wellbeing of our customers and employees | | | | |
| **Passion:** We approach everything with energy, drive, determination and enthusiasm | | | | |
| **Inclusion:** We draw strength from our differences and work collaboratively | | | | |
| **Responsibility**: We own problems and deliver effective, lasting solutions | | | | |
| **Impact:**  We measure what we do by the difference we make | | | | |
| **Standard responsibilities expected of each employee:** | | | | |
| * Commit to supporting London & Quadrant’s environmental policy and social mission * Comply with all London & Quadrant’s Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks * To promote London & Quadrant’s core values and ethos, modelling the associated desired behaviours * To foster constructive and collaborative working relationships with colleagues inside and out of the department. * To participate in any continuous improvement of service delivery * To respect the need for confidentiality when processing personal/customer in line with the General Data Protection Regulations * Other such duties as may be required from time to time. | | | | |