

Person Specification

Job Title	LEASEHOLD SERVICES & PORTFOLIO PRINCIPAL OFFICER
Grade	
Service/Section	Home Ownership Service
Directorate	Housing and Safer Communities

Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
Knowledge	
A working knowledge of residential leases and freehold transfers.	E
A detailed working knowledge of the pertinent Landlord and Tenant Acts, Housing Acts, and how they relate to public sector leasehold management and service charges.	D
A basic knowledge of accountancy principles in relation to a leasehold portfolio and with reference to service charge loans and service charge reductions.	D
Knowledge of building contract specifications.	D
Skills and Abilities	
Proven ability to communicate effectively to a very high standard, verbally and in writing.	E
Ability to effectively prioritise and meet deadlines particularly when faced with changing priorities.	E
Skill and ability to make decisions.	D
Ability to work on own initiative and be self-motivated and committed to providing a service to customers.	E
Proven ability to act responsibly, to investigate and to research, to ensure satisfactory performance	D
Ability to provide good customer service both internal and external.	E
Ability and willingness to work additional and unsocial hours during peak period of activity	D
Experience	

Substantial experience of working with a residential leasehold portfolio in a mixed tenure environment.	D
Experience of dealing with debt recovery and attendant litigation processes including experience of court and Leasehold Valuation Tribunal.	D
Experience of using a wide range of computer packages.	D
Equal Opportunities	
Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	E
Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	E