



Leasehold Service Advisor

Location: Mostly homebased with periodic meetings in SE1 (London)

Salary: £30,000 - £35,000, plus the opportunity to earn an annual bonus.

What will you do at CDS and how does this link to our purpose?

You will be our expert on all the unique aspects of leasehold and shared ownership and will build our reputation for reliability by giving quick and accurate responses to homeowner enquiries about leases, service charges, major works consultation, shared ownership staircasing, buying and selling. You will use your knowledge of leasehold legislation and our leases to ensure we provide correct services and advice to homeowners, whilst ensuring customers always have a say in the decisions that matter to them.

What difference will you make?

- Customers trust us as a reliable and fair landlord that acts with integrity
- Homeowners would recommend us as a landlord
- Homeowners feel they get good value for money for their service charge
- Homeowners feel you listen to them and seek ways within policy/the lease to get them a “yes”
- Enquiries are responded to quickly, courteously and accurately
- Homeowners on your patch are satisfied with their gardening, cleaning and repairs services
- Our estates and blocks are safe, with any hazards quickly and effectively resolved
- You have real knowledge about your customers and use it to provide a good service
- You take resident engagement seriously and give residents a say in decisions that affect them
- Our information about customers and issues on your patch is current and accurate
- Your colleagues rely on you as a team player and you contribute to our positive energy
- We have a range of simple, up-to-date guides explaining common processes
- Internal teams always consult leaseholders about important changes, works and contracts
- We have effective partnerships with valuers, surveyors and lawyers for complex issues

We will look to you to

- Be our expert on leasehold and RTB management
- Effectively manage a housing patch of leasehold estates, including communal repairs, estate services contract management, section 20 consultation, sales and staircasing, ensuring residents receive an excellent customer experience
- Put the safety of people first
- Resolve enquiries and issues quickly and well
- Maintain accurate records and use our IT systems to their full potential
- Understand and fulfil our statutory, regulatory and contractual obligations and responsibilities and ensure homeowners fulfil their obligations under their lease
- Work with colleagues to make sure we deliver our promises
- Take accountability for the experience our residents have of CDS as their landlord and stakeholders have interacting with us
- Build our reputation for reliability, responsiveness, fairness and acting with integrity
- Understand the financial relationship with customers
- Constantly be looking for new ways to improve customers' experience
- Build a library of helpful information for owners and for staff
- Create and maintain processes and documentation to support great leasehold management
- Offer a leasehold perspective on plans and service charges on mixed tenure estates
- Ensure we learn from and embed feedback about homeownership issues
- Ensure our processes make us 'easy to do business with' for homeowners

<ul style="list-style-type: none"> • Build effective relationships with solicitors, valuers and specialist advisers 	
<p>You will definitely bring</p> <ul style="list-style-type: none"> • IRPM qualification, or a willingness to work toward one whilst in this role • Broad experience of leasehold management • Demonstrable knowledge of the key legislation and risks for homeowners • Ability to travel to schemes to meet leaseholders and carry out estate inspections • Enthusiasm and ability to provide excellent customer service for homeowners • Demonstrable ability to interpret leases • Ability to produce homeowners information leaflets, processes and template documents • Confident ability to deal with experts such as solicitors, surveyors or valuers • Good numeracy and budget/service charge setting experience • Strong attention to detail • Experience of successfully dealing with complex enquiries and difficult customers to resolve contentious issues and complaints • Pace, energy and enthusiasm • The ability to take ownership of your work and demonstrate your follow through on issues • Excellent communication skills particularly in correspondence, reports and over the phone 	
<p>You will be a star performer in this role if you</p> <ul style="list-style-type: none"> • Enjoy a fast-paced environment • Like the challenge of problem solving • Enjoy working with legal documents and issues • Are good at working to tight deadlines • Relish making concepts and processes easy to understand/follow • Like order and systems • Like being called on to give advice and to find things out • Enjoy working with minimal supervision • Are a great listener and are able to consider things without judgement • Are obsessional about keeping your promises and following through 	
<p>This probably isn't your dream job if you ...</p> <ul style="list-style-type: none"> • Find complex documents and processes frustrating • Are irritated by interruptions • Feel uneasy dealing with customers who are anxious or impatient • Like a lot of management guidance or lack confidence in your own judgements • Find it difficult to assess risk • Don't like confirming things in writing • Prefer to make decisions based on intuition or assumption rather than facts • Believe leaseholders will never be satisfied 	
<p>You will be responsible for.....</p> <p>This role has no management responsibilities</p>	
<p>You will get support from:</p> <p>Housing Manager</p>	
<p>What we offer:</p> <p>Salary: £30,000 - £35,000 (Dependent on experience)</p>	<p>Other Benefits:</p> <ul style="list-style-type: none"> • Contributory pension scheme (Social Housing Pension Scheme up to 10% of salary matched)

	<ul style="list-style-type: none">• 28 days annual leave (3 fixed + statutory bank holidays)• Health cash plan (non-contributory)• Employee perks system (Perkbox)• Eligibility for an annual performance bonus
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