

Job Title
Homeowner Services Manager

Main Purpose of job	<p>To coordinate the JMB's services to homeowners, providing specialist advice to colleagues.</p> <p>To undertake the homeowner statutory consultation process with leaseholder, including the calculation and billing of major work service charges.</p>
Management of People	None directly, although good networking skills will be essential.
Line manager	Property Services Manager
Services Managed	<p>Communication with homeowners. Ensuring that homeowners' issues and complaints are effectively managed.</p> <p>The statutory consultation process for leaseholders, including the construction of estimated/ actual service charges for major works service charges.</p>
Main duties and responsibilities	<ol style="list-style-type: none">1) Co-ordinate services to homeowners primarily delivered by colleagues.2) Continued development of all homeowner policies, procedures and practices3) Encourage the involvement of homeowners in shaping policies and services4) Provide specialist advice to colleagues, including providing training and coaching5) Responsibility for compiling statutory consultation notices6) Represent the JMB in First Tier Tribunals and the County Court, in relation to non-payment action or to defend charges. Specially, in relation to income collection action or justifying major works charges7) Work with the Finance Manager to continue to develop our homeowner IT system8) Work with Finance Manager to cash-flow homeowner income9) Deal with or assist colleagues to deal with complex queries and complaints10) Be a member of the JMB's Management Team and contribute to the development of policies and services11) Represent the JMB in formal disciplinary processes.

PLEASE NOTE THIS JOB DESCRIPTION IS INTENDED TO GIVE AN INDICATION OF MAIN DUTIES AND RESPONSIBILITIES. JOB DESCRIPTIONS ARE A STATEMENT OF A JOB AT A SPECIFIC MOMENT IN TIME; THEY CANNOT TAKE INTO ACCOUNT CHANGES IN LEGISLATION, APPLICABLE REGULATIONS, WORK PRACTICES OR NEW TECHNOLOGY. SHOULD MAJOR CHANGES TAKE PLACE THESE SHOULD BE REPORTED TO THE MANAGEMENT OF LEATHERMARKET JMB.

Additional information:

Person Specification

Grade

The job is graded at £44,373- £51,152 Incremental progression is conditional on good performance and attendance. We would normally expect somebody to start at the bottom of the scale and work up, but will consider a higher placement for a candidate with excellent experience.

Experience

- At least 5 years' experience of providing services to homeowners

Knowledge

- Excellent knowledge of homeownership, especially the statutory consultation process
- Comfortable using IT

Skills

- Ability to write reports and deal with complex queries

Attributes

- Ability to network effectively with colleagues.

Additional requirements

Teatime and evening meetings are a regular occurrence.

A times of high pressure and urgency the post holder would be expected to work beyond standard office hours (although caring responsibilities will be respected).