Broadland Housing Association

JOB DESCRIPTION

Job Title:	Leaseholder Officer
Reports To:	Local Delivery Manager (City Centre – Norwich)
Team:	City Centre Hub
Directorate(s):	Operations
Grade:	BHA B5 plus essential car allowance
Job purpose:	To be the lead for the Association on delivering a good quality management service to leaseholders, shared owners and intermediate rent properties across Broadland Group. To drive forward service improvements to ensure we deliver a good quality service that meets the needs and manages the expectations of the residents. The role encompasses working with the Service Charge Officer to ensure service charge information is accurate, fulfilling the landlord's lease obligations and developing effective consultation and communication with residents.

Overview:

1. **Key skills to do the job**

- Good understanding of leasehold legislative requirements including service charges communal repairs, health and safety (including fire safety), estate services, income maximisation and block management.
- Ability to apply relevant legislation, policy and best practice.
- Good communication skills with a willingness to help our residents through being a supportive presence on site.
- Good negotiation skills with the ability to influence, persuade and resolve conflict.
- An awareness of external support services and an understanding of Housing Legislations and Tenancy Agreements.
- Proactively takes ownership of everyday problems and is motivated by achieving measurable results. Works independently, maintaining focus and self-motivation with minimal supervision or direction

Date created: November 2026

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Required behaviours – Mandatory for all roles within Broadland

All staff and volunteers working for Broadland will always be expected to act in a manner that is consistent with our corporate values. The following sub-headings and example statements reflect these expectations, but you must refer to those agreed and used in all staff appraisal discussions and regard this more comprehensive list as the required standard.

Openness
You will admit to mistakes and learns from them.

Responsible
You will actively use your skills and knowledge to ensure high quality outcomes.

Collaborative
You will support Broadland's one team approach and challenge silo working when you are aware of it.

Fair
You will treat everyone you work with – tenants, colleagues and partners – with respect, politeness and courtesy.

Innovative
Embraces changes in ways of working when adopted by Broadland and supports colleagues who find change difficult

Reliable
You will demonstrate 100% commitment to our residents – in order to achieve the best possible outcomes.

Trustworthy
You will demonstrate professionalism in all that you do and stick to our approved policies and procedures.

Environmentally Aware
You will help the Association reduce its carbon footprint by looking to help us reduce the damage of our activities on the planet.

2. **Communication & Interpersonal Skills**

- Ability to liaise with various audiences both in writing and verbally to explain complex issues.
- Assertiveness to encourage compliance.
- Confident to communicate in sessions such as resident groups.
- Ability to develop strong working relationships across a wide range of internal teams.

  Is able to assess the needs of a situation and tailor communication accordingly.

- Establishes positive relationships with a variety of people, both internal and external and actively works to promote a favourable impression of the organisation, whilst working as part of a team.
- Confidently maintains their position when challenged and negotiates assertively, while seeking common ground where appropriate. Communicates arguments persuasively, gains agreement from others and adapts their influencing style to suit different situations and audiences.
- Maintain open, clear communication with all colleagues and managers to support team success and Broadland's goals.

3. **Delegated authority**

- You will work within agreed budget authority limits as set out in the approved financial regulations (financial authority levels) as detailed by your line manager.
- All activities you undertake must be in support of delivering the corporate strategy and as such can be evidenced to help us a achieve our aims.
- You may work within the confines of the agreed policies and procedures as detailed by the Association and your line manager, variation from this unless stated clearly within/from your manager must be approved by the appropriate person with authority to do so – as detailed in the approved Standing Orders.

Key activities of the role:

- Lead leasehold, shared ownership and intermediate rent services, coordinating across the business, influencing operational decisions and improving services through performance data and resident feedback.
- Act as residents' main contact for advice on leasehold, shared ownership and intermediate rent matters, including parking and obligations; resolve complaints and queries within agreed timescales, and work with the communications team to involve residents in service, home and neighbourhood decisions.
- Manage complex cases, lease permissions, neighbour nuisance, anti-social behaviour and harassment, undertaking visits, inspections and enforcement in line with policy and procedure, including participation in County Court hearings for injunctions and possession.
- Work with the Service Charge Officer to deliver accurate service charges, monitor expenditure transparently and set annual intermediate rents. Procure goods and services under the 5Es Procurement Policy and Procedure and manage contracts under the Contract Management Policy and Procedure to achieve value for money and effective supplier performance.

- Undertake quarterly estate inspections with residents, leasehold representatives, external management companies and surveyors; work with Asset Management on current and future planned works and with Neighbourhood Officers across hub areas.
- Oversee compliance across leasehold, shared ownership and intermediate rent services: complete fire door safety inspections, maintain required checks and records, address housing management issues arising from Fire Risk Assessments (FRAs), and complete PEEPs.
- Prepare and serve S20 notices for major works in accordance with statutory requirements.
- Report safeguarding concerns relating to adults and children appropriately and take legal action where tenancy breaches put other tenants or the public at risk, in line with legislative requirements, policy and procedures.
  Deliver tenancy and estate management services, including allocating and letting empty homes and managing mutual exchanges with other departments and local authorities, in line with nominations and allocations policies and procedures.
- Ensure all purchases comply with any finance/trade card policies, are task-essential, and receive prior approval—typically via PO.
- To own the process and provide advice, guidance and support to residents on requesting and receiving shared ownership repairs payments in line with the Shared Ownership Repairs Policy & Procedure.
- To procure goods and services in line with our 5Es Procurement Policy and Procedure and effectively manage contracts in accordance with our Contract Management Policy and Procedure. To ensure drive value for money and effective performance from our contractors/suppliers.

Common Features applicable to all roles within Broadland:

- Flexibility in out of hours working, as business needs dictate
- You must keep up to date with sector developments and particularly any applicable to your own role.
- You will undertake all corporate or job specific training required by the Association as part of your job. All training is considered mandatory.
- You will act in accordance with the mission and values of the Group strategy.
- There is a duty to ensure your own health and safety at work and that of your colleagues and to co-operate with the Group for it to fulfil its legal obligations.
- There is an expectation that you will promote Equality, Diversity and Inclusion.
- You will undertake any other duties, as directed by the line manager, which are at an appropriate level to your grade, as may be required from time to time.

Broadland Housing Association

PERSON SPECIFICATION

Job Title: Leaseholder Officer

Essential Criteria

Qualifications

- Minimum of 5 GCSEs in English and Maths (Grade C/Level 4) or equivalent
- IOSH managing Safely trained, or willingness to undertake
- Driving Licence

Experience

- Proven experience and knowledge of leasehold management including best practice.
- An understanding of the Building Safety Act and other relevant legislation which affects high rise buildings.
- Excellent written communication skills for effective correspondence, report writing and statistical work.
- Excellent verbal communication skills including assertiveness, listening, negotiating and influencing skills.
- Computer literacy including the ability to use a range of office software packages as well as the central database.
- Ability to communicate effectively at all levels and with the interpersonal skills necessary to gain and sustain the confidence of residents.

Desirable Criteria

Qualifications

- Assoc RICS or similar professional qualification

Experience

- Experience of dealing with anti-social behaviour, safeguarding, and income collection.

Date created: November 2026