

JOB DESCRIPTION

POST: LEASEHOLD SERVICES MANAGER

POST NO: EC52
to be signed by the postholder and the ava

- (b) It will be necessary to carry out some evening and weekend work for the purposes of resident engagement and other events

RESPONSIBLE TO: Tenancy Services Manager (EC184)

RESPONSIBLE FOR (POSTS):

Leasehold Officers (EC232A/B/C)
Trainee Leasehold Officer (EC232D)
Administrative Assistant (EC257)

MAIN PURPOSE OF POST:

To participate actively as a member of Crawley Homes and lead the Leasehold Services Team to deliver excellent customer services to residents including:

- (a) Overseeing all leasehold matters within Crawley Homes, ensuring proper consultation, billing and recovery of service charges.
- (b) To manage the administration of RTB within Crawley Homes

SPECIFIC DUTIES OF POST:

SPECIFIC DUTIES OF POST continued

