

Job Description

Job title:	Senior Leasehold and Homeownership Officer
Reports to:	Regional Housing Manager
Responsible for:	No Direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As a Senior Leasehold and Homeownership Officer, you will provide expert guidance, leadership, and line management support within the team, acting as the main escalation point for complex or high-risk leasehold, service charge, property management, and homeowner issues. You will help shape the overall service through horizon scanning, identifying risks and opportunities, and contributing to continuous service improvement. Working closely with colleagues across Housing Services and other teams, you will ensure consistent, high-quality service delivery across mixed-tenure sites, while overseeing key operational areas such as income collection and anti-social behaviour (ASB) case management. You will also maintain a visible presence within communities through visits, inspections, and proactive resident engagement, supporting strong relationships and excellent customer experiences.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

In this role, you will demonstrate Accent's values by offering expert guidance, supporting colleagues through effective collaboration, and ensuring customers receive accurate, high-quality information and resolution on more complex homeownership matters. You will play a key part in maintaining and enhancing service standards across leasehold schemes, ensuring compliance with regulations, alignment with best practice, and consistent delivery across the team. By staying actively engaged with communities, providing visible leadership, and maintaining clear, proactive communication, you will help drive continuous improvement and support Accent's mission to create safe, thriving, and supportive communities.



Key Responsibilities and Duties

- A proactive and senior member of the regional Housing Services team, acting as a knowledgeable point of expertise for homeownership and championing Accent's homeowner customers.
- Manage your own operational patch, acting as a primary contact for homeowner queries and resolving more complex issues relating to leases, transfers, service charges, and property management.
- Provide guidance and support to wider colleagues on homeownership matters, helping to build capability and ensure consistent practice across the region.
- Support oversight of the overall leasehold and homeownership function by contributing to performance monitoring, identifying trends, and helping to drive improvements in service delivery.
- Work towards key performance indicators to achieve the overall targets for Leasehold and Homeownership.
- Collaborate with internal teams and external partners, including lenders, debt charities, and statutory bodies, to support customers who may be experiencing difficulties.
- Engage with customers to understand their financial circumstances and provide tailored support, demonstrating empathy and professionalism throughout the process.
- Work collaboratively with internal teams—such as Legal, Finance, Assets, and Housing Services—to ensure effective and consistent management of schemes and customer issues.
- Carry out regular scheme visits and inspections, ensuring issues are identified, escalated where necessary, and resolved, while maintaining a visible presence within local communities.
- Provide leadership and oversight of income and arrears management for the homeownership tenure, offering line management, coaching, and direction to colleagues to ensure consistent, effective, and customer-focused debt recovery practices.
- Proactively engage with customers on income related matters, supporting timely recovery of rent and service charge debts and offering appropriate advice or signposting.
- Develop strong relationships with external partners, including lenders, advice agencies, and statutory bodies, to support customers with more complex financial or personal challenges.
- Provide tailored and empathetic support to customers with complex circumstances, ensuring professional handling and appropriate risk management.
- Support the preparation of legal cases and, where required, present cases in the County Court, acting as a point of guidance for colleagues on legal processes and requirements.
- Respond to leaseholder and freeholder breaches and support the management of ASB cases in partnership with Housing Services and relevant stakeholders.
- Ensure accurate and timely data entry across systems, supporting effective decision making, reporting, and performance oversight.
- Respond to customer feedback, including complaints and compliments, and contribute to continuous improvement based on identified learning and trends.
- Travel regularly and occasionally work outside of normal hours to meet customer expectations and ensure service delivery is maintained.
- Ensure compliance with all regulatory requirements and best practices, providing technical guidance where necessary and continually improving service delivery.
- Undertake any other duties as reasonably required to meet the needs of the organisation.

Leadership Responsibility

As leaders at Accent, we are tasked with more than just achieving organisational goals; we are entrusted with the responsibility to create an environment where every colleague can thrive. To do so, we must embody the core competencies that define true leadership.

- Ensure we build a customer first culture within our teams and the wider organisation.
- Ensure we engage and are committed to the wider vision of the organisation and its goals always working collectively to achieve the best outcomes for our customers.
- Proactively and positively give feedback directly to colleagues and leaders when there may be an opportunity to improve behaviours. At Accent we want an open and transparent culture and must always act with integrity towards our peers and colleagues and not engage any disrespectful behaviours.
- Invest in personal development and development of our teams, fostering growth through continuous development, coaching, and challenging experiences.
- Inspire innovation by encouraging new ideas, diverse thinking, and a culture of continuous improvement.
- Drive forward making bold decisions, tackle difficult issues, and grow from setbacks.
- Building trust, collaborating openly, and valuing inclusion, creating safe spaces where every voice is heard and respected across the whole organisation.
- Align our actions with a clear vision and purpose, taking decisive action to achieve results while always keeping our commitments.
- Embody care, ensuring that compassion and accountability are at the heart of everything we do.
- Work to the Accent competencies, always achieving the highest standard of conduct and integrity.

The must haves:

- Extensive experience in leasehold and homeownership management within a housing association or managing agent environment, including complex casework across ASB, income recovery, breaches, and property management.
- In-depth, expert knowledge of leases, transfers, statutory obligations, and regulatory frameworks, with a proven ability to interpret complex legal documents and apply legislation in practice.
- Strong ability to work towards targets while demonstrating empathy and support to customers.
- Ability to work independently as part of a small team and collaboratively across tenures and the wider organisation.
- Proven capacity to work autonomously at a senior level, managing a varied workload, providing guidance to colleagues, and collaborating across departments to ensure consistent, high-quality service delivery.
- Strong organisational and case-management skills, with the ability to navigate high volumes of technical queries, prioritise effectively, and maintain a calm, professional presence in challenging situations.
- Ability to operate effectively in a challenging work environment, maintaining a positive and flexible approach to duties.
- Excellent communication skills, capable of engaging with multiple stakeholders at various levels.

- Proficiency in Microsoft Office (Word, Outlook, Excel).

The added extras:

- Qualifications or progress towards Chartered Institute of Housing (CIH), Institute of Residential Property Management (IRPM), or Royal Institution of Chartered Surveyors (RICS).

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.