

Role Profile

Job Title	Managing Agent Officer		
Reporting into	Service Lead – Housing Services		
Directorate	Housing Services	Working Style	Hybrid/Office
Responsible for	N/A		
Level of Work	Level 1 - Team Member		

Summary of Role:

As a Managing Agent Officer, you will ensure the effective management of our managing agents and leases, ensuring all agents/ lessees comply with company, statutory and regulatory requirements. You will analyse and use information to arrive at informed business decisions and undertake regular inspection of agency managed schemes to ensure compliance of managing agreement and that fire safety and risk are effectively managed.

Key Areas of Responsibility:

- Ensure that managing agents and lessees comply with company, statutory and regulatory requirements.
- Ensure managing agent and lease agreements are appropriately written and priced.
- Undertake periodic inspections and take corrective or preventative action to ensure a quality housing management service is delivered.
- Ensure agency compliance with reporting measures.
- Review and process permission to evict requests from managing agents.
- Dealing with all enquiries relating to existing agency managed leases.
- Ensuring effective management of agency managed leases and agreements so that all charges are reasonable and recoverable under the terms of the lease and, where applicable, fee calculations.
- Leading consultation procedures in relation to major works programmes for agency managed properties.
- Fulfilling managing agent duties in line with specific agreements, attending meetings and coordinating services which meet the standards and specifications of particular agreements.
- Collaborating with estate services and asset management colleagues in management of all service contracts and cyclical and planned maintenance programme's provided.
- Undertaking viability assessments for any new agency managed properties and ensuring a positive return on investment for us from existing agreements.
- Ensuring adherence to the terms of the commercial leases and landlord and tenant acts and oversee rent reviews, recommending rents which reflect market conditions.
- Develop, build and maintain partnerships in the delivery of all agency managed services and leaseholders.
- Deliver all services in line with targets, budgets, policies and operational standards to deliver agreed efficiency, value for money and customer service outcomes.
- Work collaboratively with internal and external partners.
- Monitor data and provide reports to inform of service delivery.

- Monitor income received from managing agents and lessees.
- Set, monitor and control budgets.
- Comply with all company policies, procedures and standing orders.
- Comply with all external statutory and regulatory obligations.

Skills, Knowledge and Experience:

Skills, knowledge and experience required for a Level 1 - Team Member role, along with the below role specific requirements:

- Understanding of agency and lease legislation and good practice.
- Able to work effectively with external organisations.
- Able to apply common sense to situations.
- Experience of maintaining records and putting into place action plans.
- Knowledge of housing support and the issues that people are facing on a daily basis. (D)
- Able to assess risks and manage appropriately.
- Previous experience of working with vulnerable individuals.
- Knowledge and understanding of housing related support and housing management. (D)
- Communicate clearly and effectively.
- Act flexibly to meet customer and business needs.
- Demonstrate attention to detail and an ability to prioritise.

Professional/Vocational/Academic Qualifications:

- Good level of literacy and numeracy.
- Appropriate CIH qualification.

Safeguarding and Lone Working:

- N/A

Values and Behaviours to be demonstrated in this role:

We are customer focused	We challenge convention	We deliver together
 <p>We are committed to safety <i>We operate safely, and are committed to ensuring the safety and wellbeing of others</i></p>	 <p>We keep learning <i>We know the business, are commercially astute and an SME in our field</i></p>	 <p>We manage ourselves <i>We take accountability for our own performance and actions</i></p>
 <p>We listen and take account of customer views <i>We put the customer at the heart of what we do</i></p>	 <p>We do the right thing <i>Operates fairly and respectfully, expects the same from others, and focusses on the right stuff</i></p>	 <p>We collaborate with others <i>Works effectively with others to achieve goals</i></p>
 <p>We get things done <i>We have personal drive and deliver to a high standard, on time</i></p>	 <p>We innovate and improve <i>We constantly seek to improve the way we do things</i></p>	 <p>We lead and inspire <i>We get the best out of others by providing strong and flexible leadership</i></p>

You are expected to work within the guidance set out in LiveWest's policies and that you comply with the confidential nature of some processes in line with the General Data Protection Regulations 2018. Confidentiality can only be maintained when someone is not at risk. Any child protection or vulnerable adult concerns should be reported to the line manager immediately.



**We communicate
effectively**

*We ensure effective flow of
information and ideas*

The above criteria are considered essential unless indicated as desirable (D)

Please refer to the levels of work framework for the generic responsibilities, experience, skills and qualifications required for all roles at this level.

This list is not exhaustive and you will be expected to perform different tasks as necessitated by your changing role within the organisation and overall business objectives and values of LiveWest.