



JOB DESCRIPTION

A BASIC DETAILS

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| JOB TITLE: | Managing Agent Liaison Officer |
| LOCATION: | Newlon House, London |
| SALARY: | £37,602 per annum plus opportunity to earn up to 5% performance bonus |
| REPORTING TO: | Managing Agent Property Team Leader |
| RESPONSIBLE FOR: | No staff reporting to this post |

B MAIN OBJECTIVES

To liaise with Superior Landlords (SL) and their managing agents (MA), providing support to Newlon Teams to ensure processes are put in place, information acquired, loaded onto dynamics and updated, so that customers receive an effective service, responsible teams are assured of compliance and invoices are paid. Escalate any complex issues to the managing agent property team leader.

All post-holders are expected to take ownership and responsibility for the issues under their control and prioritise workloads or resources to deliver quick solutions to our customers. They will work collaboratively across teams and departments to deliver the highest standards of service to our residents. In order to carry out this role, the post holder will be expected to work some early mornings, evenings and weekends

This is a new role and will change and evolve as the role is established.

C SPECIFIC TASKS AND RESPONSIBILITIES

| <u>Key Tasks and Responsibilities</u> | | <u>Performance Standards</u> |
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| 1. | Process service charge, ground rent, insurance and other one off invoices received from SL or MA. Liaising with SL/MA, working with Service Charge Team keeping appropriate records to ensure all expected invoices received and paid on time, raising queries. | <ul style="list-style-type: none">• Liaise with Service Charge Team about service charge budgets• Charges scrutinized, and queried when necessary.• Invoice accurately entered onto payments system• Track invoices to ensure payment is made• Respond to queries by emails/phone/in person.• Attend meeting with team members when required. |
| 2. | Work with the managing agent property team leader, Building Services and Service Centre to assist in establishing hot water and heating reporting process on relevant schemes, including escalation and step in procedure. | <ul style="list-style-type: none">• Ensure Dynamics is kept up to date with relevant information to assist the service center to report issues in a timely manner• Escalate to team leader when issues have not been resolved in a timely manner to ensure customer satisfaction |

| <u>Key Tasks and Responsibilities</u> | | <u>Performance Standards</u> |
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| | | <ul style="list-style-type: none"> Assist with regular checks to ensure processes are up to date and assist the service centre, building service, estates and lettings with maintaining up to date records |
| 3. | Assist with maintaining useful information in leases for example updating any changes with new suppliers and contact details. | <ul style="list-style-type: none"> Work and assist team leader in liaising with IT to ensure dynamics is kept up to date with relevant information Ensure property attributes is kept up to date |
| 4. | Ensure all information received stored in easily accessible format including; Annual Accounts, Insurance policy certificates, Fire Risk Assessments, and other compliance certificates. Where this information is not held to make requests and escalate with the assistance of the managing agent property team leader and Building Services who require this information. | <ul style="list-style-type: none"> Assist responsible departments where appropriate to ensure compliance information is provided and that compliances on dynamics are maintained and monitored to ensure that Newlon holds up to date/relevant compliance for each managing agent scheme. This includes FRAs and other compliance certifications. Where the information is not provided, this must be escalated to building services in a timely manner. To monitor MAG dashboards and ensure that MA's are chased for missing compliance information. |
| 5. | To assist in setting up processes with Fire Safety Team, and Finance providing assistance for management of: EWS forms, s20 consultation regarding fire remediation works, on-going consultation and resident meetings, including assisting in final billing arrangements. | <ul style="list-style-type: none"> Communicate with Newlon residents regarding the section 20 consultation and pass on any information received from the managing agent to residents. Assist in final billing arrangements To update residents regarding any works and assist with ensuring residents are kept informed. |
| 6. | To assist the managing agent property team leader, Building Services and Fire safety team in clarifying responsible person and appropriate person at each development in line with legislation. | <ul style="list-style-type: none"> Liaise with superior landlords and managing agents to ascertain the responsible person Escalate to the managing agent property team leader when failed to receive a prompt response Assist with ensuring the records are kept up to date with the responsible person and accountable person |

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| 7 | Collating metering and billing information where relevant, including on developments where Newlon are the freeholder and provide these services. | <ul style="list-style-type: none"> • Work with the Managing agent property team leader to assist with Building Services to ensure responsibility for servicing of Heat Interface Units (HIU) are in place, and to look at options for access arrangements process where none in place. • Working with SC Team, Finance and Building Services to agree process to set the metering tariffs. • Put in place access arrangements for HIU servicing on SL/MA schemes. |
| 8 | Request and record all 3 rd party Landlord Health and Safety Compliance | <ul style="list-style-type: none"> • To actively monitor and chase compliance data from managing agents. • Ensure that all compliance certs are in place and recorded on our systems. • To be responsible for early escalations of any compliance data to senior management so that regulatory and H&S risks can be mitigated. • Assist team leader with compiling reports on compliance status |
| 9 | Assist the managing agent team leader with communication with residents including their concerns with their managing agent | <ul style="list-style-type: none"> • Assist in preliminary investigations and site visits in relation to leaseholder/shared estate issues where the MA has failed to resolve the issue with Newlon residents. • Assist with creating and completing an action plan based off of residents concerns. • Escalate any complex cases to the managing agent property team leader. • Carry out regular site visits to managing agent schemes • Carry out block visits to assist with resolving service charge queries, attend leaseholder meetings, as well as on occasion attending evening meetings. |

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| 10 | Recovery and payment of outstanding utility bills by residents | <ul style="list-style-type: none"> • Liaising with metering and billing companies regarding residents unpaid utilities. • Discussing with residents their payment options regarding their utilities • Where Newlon has to cover residents payments and the debts moves over to Newlon, discuss with residents how they make their payments and set up a sub account on CX for utility arrears. • Escalate vulnerable cases to team leader • Assist with the setup of processes and procedures for Newlon to recover unpaid utility debts of residents. |
| 11 | To assist with the management of the stage 2 complaint cases relating to managing agents and 3 rd parties | <ul style="list-style-type: none"> • To assist with the management of the stage 2 complaints and assigning tasks to relevant departments. • Escalate to managing agent property team leader any complaints that are failing to be closed in a timely manner and failing to meet set timelines. |
| 12 | To attend meetings with managing agents and listen to concerns raised regarding Newlon residents and raise Newlon residents concerns regarding their MA | <ul style="list-style-type: none"> • Issues raised from MA must be actioned to relevant departments and cases raised on dynamics for example ASB reported issues must be reported to investigations team. • Assist with composing and implementing any action plans created from meetings with managing agents. |
| 13 | To be an effective liaison between Newlon's residents and Managing agents | <ul style="list-style-type: none"> • Issue notices and reminders received from managing agents to residents in a timely manner to ensure that adequate notice is provided. • Liaise between Newlon residents and managing agents, to ensure resident satisfaction with Newlon and reduce the risk of resident complaints. • Escalate when receive no response from managing agents to the managing agent property team leader. |

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| | | <ul style="list-style-type: none"> • Assist the MA with arranging annual fire floor inspection and HIU servicing. Escalate any complex cases to the managing agent property team leader. |
| 14 | To assist with managing agent repair dashboard on dynamics | <ul style="list-style-type: none"> • Assist with monitoring the managing agents repair dashboard. • Respond to assigned tasks in a timely manner. • Escalate complex cases to managing agent property team leader |
| No job description can cover every issue which may arise within the post at various times and the postholder is expected to carry out other duties from time to time which are broadly consistent with those in this document. | | |