CREATING
COMMUNITIES
TOGETHER

SOUTHERN
HOUSING

Head of Specialist Leasehold Services

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open and transparent in your actions and words
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners are at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, always collaborating as One Team, showing commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

Purpose of the role

Reporting to the Director of Service Charge & Specialist Leasehold Services, you will provide strategic leadership and operational oversight across Southern Housing's Specialist Leasehold Services and Managing Agent functions.

You will be responsible for ensuring Southern Housing delivers effective oversight of managing agents, superior landlords, RTMs and RMCs whilst also leading the organisation's specialist leasehold services, including leasehold governance, consents, alterations, subletting, Right to Manage matters, registrations and complex leasehold enquiries.

You will lead a multi-disciplinary team responsible for managing agent relationships, assurance, data governance and specialist leasehold services, ensuring the interests of Southern Housing and its residents are protected through effective challenge, robust assurance, regulatory compliance and excellent customer service.

The role will provide strategic oversight of leasehold and managing agent risk, service charge recoverability, lease compliance and resident advocacy, supporting the organisation's wider objectives around transparency, value for money and customer trust.

Southern Housing Limited a charitable housing association and registered society No. .
Southern Home Ownership Limited a registered society No. 18521R.
Southern Space Limited company registration No. 5437850.
Southern Development Services Limited company registration No. 5400187.
All registered in England with registered office at Fleet House, 59-61 Clerkenwell Road, London EC1M 5LA.

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The location

You'll be based at one of our main offices in either Farringdon, Croydon, Maidstone or Sittingbourne, with the option for working in a hybrid way when appropriate and as agreed with your manager.

Key responsibilities

Strategic Leadership & Service Delivery

- Provide strong leadership across the Specialist Leasehold Services and Managing Agent functions, ensuring teams are effectively managed, developed and supported to deliver excellent customer outcomes.
- Develop and implement strategies, policies and operating models that support effective leasehold and managing agent service delivery.
- Lead a culture of accountability, resident focus, continuous improvement and technical excellence.
- Ensure service delivery aligns with organisational objectives, regulatory requirements and sector best practice.
- Deputise for the Director of Service Charge & Specialist Leasehold Services where required.

Managing Agent & Superior Landlord Oversight

- Maintain strategic oversight of relationships with superior landlords, managing agents, RTMs, RMCs and other third-party management organisations.
- Ensure managing agents deliver services in accordance with lease obligations, statutory requirements and regulatory expectations.
- Protect Southern Housing's interests through effective governance, challenge and performance management of managing agents.
- Oversee arrangements for monitoring managing agent performance, compliance and value for money.
- Support escalation and resolution of significant managing agent issues and risks.

Specialist Leasehold Services

- Lead Southern Housing's specialist leasehold services function.
- Provide strategic oversight of:
    - Right to Manage applications
    - Subletting applications
    - Alterations and improvements
    - Registrations and transfers
    - Leasehold consents
    - Complex leasehold enquiries
    - Technical lease interpretation
- Ensure leasehold services are delivered consistently, efficiently and in accordance with lease obligations and legislative requirements.
- Oversee the development of policies, procedures and controls relating to specialist leasehold activities.

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Leasehold Governance & Business Partnering

- Act as the organisational lead for specialist leasehold governance matters.
- Provide strategic leasehold advice and support to Development, Asset Management, Disposals, Building Safety and Operational teams.
- Ensure lease structures and management arrangements are reviewed to minimise operational, legal and financial risks.
- Support mobilisation of new developments by ensuring leasehold implications are understood and addressed before schemes enter management.
- Promote consistency of leasehold approaches across the organisation.

Service Charge Assurance & Recoverability

- Maintain oversight of assurance activities relating to managing agent service charges and leasehold recoverability.
- Ensure appropriate challenge is applied to managing agent expenditure, service charge apportionments and recoverability issues.
- Oversee arrangements for reviewing compliance with Sections 19, 20 and 20B of the Landlord and Tenant Act 1985.
- Support protection of service charge income through robust governance, challenge and assurance.
- Monitor emerging risks relating to service charge recovery and lease compliance.

Tribunal, Dispute Resolution & Resident Advocacy

- Provide strategic oversight of complex disputes, tribunal proceedings and leasehold challenges.
- Ensure appropriate governance arrangements are in place for managing First-tier Tribunal cases and other formal proceedings.
- Promote effective resident advocacy by ensuring service charge and leasehold concerns are appropriately investigated and challenged.
- Monitor dispute trends and implement lessons learned to improve services and controls.

Data, Assurance & Compliance

- Maintain oversight of block, leasehold and managing agent data required to support effective service delivery.
- Ensure robust governance arrangements exist for maintaining block hierarchy, responsibility matrices and associated datasets.
- Oversee assurance activities relating to managing agent compliance, service charge administration and leasehold services.
- Ensure compliance with all relevant legislation, regulatory requirements and internal policies.
- Support organisational assurance activities and regulatory inspections.
- Maintain strategic oversight of block responsibility frameworks, landlord obligations and governance arrangements relating to superior landlord and third-party management structures.

Risk Management & Governance

- Identify and manage risks relating to leasehold management, service charges, managing agents and regulatory compliance.

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- Develop mitigation strategies and monitor effectiveness.
- Prepare reports and management information for senior leadership, governance groups and Board committees.
- Support delivery of organisational objectives relating to resident experience, financial resilience and regulatory compliance.
- Ensure appropriate controls, policies and procedures are maintained and regularly reviewed.

Financial Management

- Contribute to budget setting and financial planning activities.
- Manage departmental budgets and monitor expenditure.
- Support value for money initiatives and efficiency improvements.
- Ensure resources are effectively deployed to achieve organisational objectives.

What you'll need:

Strong people management experience, commitment to delivering excellence through others and nurturing a collaborative one team working approach. See below management indicators:

- Giving effective feedback on performance
- Developing and promoting a culture of continuous learning for performance improvement
- Dealing effectively with under performance
- Using a coaching style of management that empowers, develops capability and capacity in others
- Using delegation as a learning tool and opportunity
- Taking ownership of the induction and probation process for new colleagues
- Employing people management strategies that provide stability in people resources, supports wellbeing and develops talent for the future
- Recognising and celebrating great performance and promoting this practice in others
- Adapts style to ensure everyone's able to perform at their best, feels included and valued

Skills, Knowledge & Experience
Essential

- Experience of staff and performance management or ability to demonstrate that can work to this standard.
- Excellent understanding of leasehold block management in the private sector and working with managing agents both directly employed and appointed by superior landlord.
- Extensive experience of legal aspects of leasehold law and regulations, including sections 20 and 20b and ideally practical experience of preparing and representing cases at Tribunal (FTT and upper Tribunal) and court
- Excellent understanding of service charge account information, ability to quickly check for accuracy and clearly explain to audiences of varying levels of knowledge and understanding.
- Working knowledge of Landlord and Tenant Acts, Statutory Instruments and Regulations.
- Excellent communication skills, both verbally and written.

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- Robust financial management and budgeting skills.
- Passion and commitment to the delivery of customer service excellence.
- Excellent negotiation skills with the ability to influence, persuade and resolve conflict.
- Excellent interpersonal skills and ability to work collaboratively with stakeholders and colleagues.
- Excellent time management and problem-solving skills.
- Ability to work effectively under pressure and to meet deadlines and targets.
- Good working knowledge of MS Office
- Ability to use Property Management database ideally MRI
- Able to quickly learn and use new IT and communication systems effectively.

Desirable

- Excellent understanding of building technology, repairs and maintenance
- Good understanding of the residential property market including the open market rented sector

Leadership/Management
Essential

- Proven line management experience with the ability to inspire and motivate staff and stakeholders.
- Effective communicator, using a range of techniques and tools to convey messages.
- Develops and empowers staff, sets clear objectives and gives feedback to continuously improve.
- Proven decision maker who takes ownership and responsibility for outcomes.

Qualifications
Essential

- Degree level qualification or equivalent or ability to operate at that level
- Member of the IRPM or RICS or extensive leasehold block management experience including managing blocks in mixed tenure environment
- Possession of valid driving license and/or the ability effectively and efficiently to visit company offices, customers and properties

Desirable

- Evidence of continued professional development

Size and scope of role	
LT Directorate:	Service Charge & Specialist Leasehold Services
No. of Direct Reports:	5
Area of responsibility: Whole organisation Region Service area only	All regions
JP Last updated:	June 2026

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