**LEASE recruitment**

**Job advert**

**Business Support Officer**

**Salary**: £26,000 to £30,000 depending on experience and qualifications with 10% non-contributory pension.

**12 month fixed-term contract** with the possibility of extension or permanence.

**Location:** remote working (home based) with occasional office attendance in Central London.

Flexible working and good training opportunities.

**Company**: Leasehold Advisory Service (LEASE).

**About LEASE**

We are an arm’s length government body providing free legal advice to UK leaseholders and park homeowners. LEASE regularly receives excellent customer feedback for its highly personalised current service. We are investing to be able to reach and help more people and to strengthen our position as a consumer champion for the leasehold and park home sectors. To do this LEASE are recruiting several new posts to help support the change process underway in the organisation.

LEASE is a small, supportive and inclusive organisation and this is an exciting time to join us and be part of the change. We’ll provide training for the role, the opportunity to learn new skills and can offer flexible working arrangements.

**About you**

You’ll be an enthusiastic and motivated team player. You love to help people and have a great telephone and face to face manner. You’ll have strong communication, administration and competent IT skills, be organised and dedicated to providing excellent customer services. You don’t need prior knowledge of leasehold or park home issues as training will be provided.

 **Key job responsibilities**

* Providing a secretariat to the LEASE Board to support high governance standards. You will be the primary contact between the Board and LEASE management, supporting communication and
* information flows. You will arrange training, travel and remuneration for Board members. You will organise and forward plan Board meetings and take accurate minutes of those meetings.
* Working with the reception team to answer calls from customers, referring them to the legal team where necessary and answering simple queries where appropriate (training provided).
* You will attend meetings, seminars, courses and conferences as required, including liaison with government officials.
* Ad hoc tasks to support business management, including organising events, shift rotas and carrying out routine finance functions.
* You may be asked to take on projects and pieces of work, to direction and within a timely manner.

**Essential, demonstrable experience**

* Experience of delivering a quality customer service with evidence of reviewing / changing systems to achieve improvements, for example, in response to customer feedback.
* Good organisational and administrative skills and the ability to plan and prioritise, able to work in outlook, word, SharePoint and excel confidently.
* Friendly and professional telephone manner and the ability to deal with challenging conversations with confidence and sensitivity.
* Ability to communicate clearly and concisely orally and in writing (using plain English).
* Experience of working collaboratively in a team and with others, e.g. in other teams or organisations.

**APPOINTMENT OF BUSINESS SUPPORT**

**OFFICER AT THE LEASEHOLD ADVISORY**

**SERVICE (LEASE)**

 **Information for Candidates**

1. These notes provide information for candidates about the appointment of Business Support Officer at the Leasehold Advisory Service (LEASE). They provide initial background on the organisation, role description, a person specification and guidance on how to apply.
2. LEASE is committed to appointing on merit, seeking candidates from a diverse range of backgrounds and taking full account of equal opportunities. Applications are particularly welcome from women, minority ethnic and disabled candidates who are under­ represented at this level in public life.
3. The closing date for applications is **21st November 2024.**

**Information about LEASE**

1. Set up in 1994 as a private company limited by guarantee, LEASE became an Executive Non-Departmental Public Body of Government (NDPB) in 2005. Led by an independent Chair, the Board of LEASE consists of members reflecting a range of expertise and interests, who abide by the Seven Principles of Public Life (the ‘Nolan’ principles).
2. The Leasehold Advisory Service is a small, expert organisation that provides free advice on residential leasehold and park homes law. We have recently had a new and ambitious Board appointed and we are developing a programme of change to improve the reach and impact of the organisation and to take on the new role of consumer champion for leaseholders and park home owners.
3. There are around 5 million leaseholders in England and another 160,000 park home residents who own their own homes. LEASE - an Arm’s Length Ministry of Housing, Communities and Local Government (MHCLG) – is tasked by Government to support these citizens to:
* make more informed decisions about their homes;
* improve their general knowledge, education and understanding of the practical implications of being a long leaseholder, common holder or park home owner;
* increase their awareness and understanding of all relevant UK and Welsh Government information, legislation and reforms - including those matters relating to the building safety and fire safety legislation.
1. In addition to this, Government has set LEASE an ambitious new remit which includes playing a consumer champion role for leaseholders by using our expert knowledge to help advise the UK and Welsh governments in law making and policy and playing more of a convening role with other organisations in the leaseholder and park home sector.
2. The day-to-day management of LEASE is carried out by the job share Chief Executive, supported by a Chief Operating Officer, with a staff complement consisting mainly of legally qualified advisers, supported by a small administrative team. Staff at LEASE are public sector workers, but they are not civil servants.
3. Further information about LEASE is available on its website: [www.lease-](http://www.lease-advice.org/) [advice.org](http://www.lease-advice.org/)

We are seeking an enthusiastic and motivated individual to:

1. **Join our business management team to proactively support LEASE’s business and administrative functions**
2. **Provide a secretariat for the LEASE Board – working with our CEOs, Chair and non-executive directors**
3. **Where required, support our front-line reception team – triaging and sign posting our customers to ensure that they are getting the best possible support**

**Job Description**

**Job Purpose:**

1. **Provide a secretariat to the LEASE Board -** the Board Secretary serves a pivotal part of the Governance within our organisation, providing administrative and strategic support to the board of directors. This role involves a variety of duties aimed at facilitating effective collaboration among board members and ensuring compliance with governance best practices.
2. **You will also be expected to pick up ad hoc tasks in support of the business management of the organisations** – for example organising events, ordering, sift rotas and routine finance functions.
3. **Some of your time may be spent on telephone reception** – the reception team provide a year-round ‘front door’ into the organisation, and act as gate keepers for the legal teams.

**Key tasks of the business support officer.** **You will be expected to:**

1. keep accurate records of communications and log clients into our customer records system (the quality of the record keeping on our clients is key to the swift and efficient triaging and support we provide as well as to our role as consumer advocates. The information you gather on our customers helps directly influence policy making and strengthen Government’s understanding of the issues leaseholders face)
2. act as the key point of contact between the board and management, supporting communication and information flows
3. arrange Board meetings and Board events (including keeping a 1 year rolling forward programme of meetings to help the Board manage their time)
4. manage Board communications and arrange training, travel and remuneration for Board members
5. accurate, minute taking and action points
6. attending meetings, seminars, courses and conferences as required, including liaison with Government officials
7. such other administrative/secretarial duties as may be necessary or required

**Responsible to:** The role reports to the Chief Operating Officer and works closely with the Head of Business Management.

The following competencies are fundamental to the role:

1. **Managing a Quality Service**
* Develop, implement, maintain and review systems and services to ensure delivery of professional excellence.
* Successfully deliver high quality outcomes that meet the customers’ needs.
* Identify risks and resolve issues efficiently.
* Establish ways to find and respond to feedback from customers about the services provided.
1. **Communicating and Influencing**
* Communicate clearly and concisely both orally and in writing.
* Interact with others in an enthusiastic way.
* Express ideas clearly and with respect for others.
* Handle challenging conversations with confidence and sensitivity.
1. **Changing and improving**
* You should challenge the way things have always been done and suggest improvements, learning from experience.
* Promote an environment where all colleagues feel safe to challenge.
* Implement changes that transform flexibility, responsiveness and quality of service.
1. **Working Together**
* Encourage joined up teamwork within own team and across other groups.
* Establish professional relationships with a range of stakeholders. Collaborate with these to share information, resources and support.
* Invest time to develop a common focus and genuine positive team spirit where colleagues feel valued and respect one another.

**Main Terms of Appointment**

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| --- | --- |
| **Appointment title:** | Business Support Officer  |
| **Terms of Appointment:** | One-year fixed term contract (3-month probation period). With potential for extension or permanency.  |
| **Commencement of Appointment:** | ASAP |
| **Remuneration:** | £26,000-30,000 depending on qualifications and experience. |
| **Location:** | The role is home based. However, you accept that you will be required to attend an office on occasion and as required for the proper performance of the role, some examples of such occasions being for induction, training, supervision, team events and team projects. |
| **Security:** | Successful candidates must pass a Disclosure and Barring Service check. Candidates will be subject to [UK immigration](https://www.gov.uk/browse/visas-immigration/work-visas/) requirements. |
| **Benefits and Training:** | A training programme is in placeThe post is open on secondment. Part-time, flexible working and job-share applicant's welcome. Other benefits include:* + 26 holiday days and Bank Holidays
	+ Professional subscription paid
	+ 10% non-contributory pension
	+ A friendly and supportive culture
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**How to Apply**

Please complete the application form along with a written statement of no more than two sides of A4 outlining your suitability for the post of Business Support Officer using the job description and the required competencies. Please use examples to support your description.

Please submit **only** your completed application form and written statement marked ‘Private and Confidential’ to **Miss Nicolette Davis** by email: recruitment@lease- advice.org

**The closing date for applications is 21st November 2024**

LEASE reserves the right not to make an appointment.

What happens next?

Applications will be considered by senior staff members.

The panel will draw up a shortlist of candidates and **interviews are expected to take place in December.**

The interview will be conducted via online video, details of which will be provided to you should you be selected for interview.

We will try to meet the dates set out in the advert. There may be occasions when these dates will change. You will be provided with sufficient notice of the confirmed dates.

If at any stage you would like information on the progress of your application, please email: recruitment@lease-advice.org or phone (020) 7832 2504.

Should you have a complaint about the way your application is handled you should contact LEASE in the first instance on recruitment@lease-advice.org or phone (020) 7832 2504.

**Please note - due to an expected high volume of applications, only successful candidates will be contacted**

**SECTION ONE – PERSONAL DETAILS**

|  |  |
| --- | --- |
| Title |  |
| Surname |  |
| First name(s) |  |
| Home address | Postcode: |
| Telephone | Home: | Mobile: |
|  | Work: | Mobile: |
| (If applicable) | Fax: |
| Which phone number would you prefer us touse? | Home phone | Work phone | Mobile |
| E-mail address(If applicable) |  |
| Occupation/currentposition |  |

**SECTION TWO – EMPLOYMENT HISTORY & QUALIFICATIONS**

Please include details of your career history and other relevant experience. This might include employment, voluntary experience, involvement in the community, committee experience, board experience, and should include any public appointments held. (Please continue on a separate sheet if necessary.)

**EMPLOYMENT HISTORY**

|  |  |  |
| --- | --- | --- |
| Name/address of employer ororganisation | Dates from and to | Details (include position held and nature of work) |
|  |  |  |

**QUALIFICATIONS**

Please list relevant educational, professional or vocational qualifications

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| --- |
|  |

**OTHER INFORMATION**

If there is any other general information you would like to include about your experience, personal qualities and skills, please do so here.

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| --- |
|  |

**SECTION THREE – PERSONAL QUALITIES, EXPERIENCE AND OTHER INFORMATION**

The role of Business Support Officer requires someone with strong interpersonal and communication skills who can act in an independent and unbiased manner and is able to contribute in an effective and efficient manner befitting Executive Non- Departmental Body status.

Please include no more than two sides of A4 to describe your own skills and qualities and how you would bring these to the work of LEASE. Please use examples to support your description. You should refer to the job description and required competencies for the post when completing this section.

**SECTION FOUR – POTENTIAL CONFLICTS OF INTEREST**

**Do you have any business or other interests or any personal connections which, if you are appointed, could be misconstrued or cause embarrassment to LEASE, the Ministry of Housing, Communities and Local Government (MHCLG) or the Welsh Government (WG) (who co-fund LEASE), or lead to a real or perceived conflict of interest were you to be appointed? (Failure to disclose such information could result in an appointment being terminated.)**

These could include financial interests or share ownership, active connections with a field of expertise in which LEASE works, membership of societies, activities, associations or employment of a partner or friend in the field in which LEASE operates.

Key members of staff such as Legal Advisers should ensure that any possible conflicts of interest are identified at an early stage and that appropriate action is taken to resolve them. No one should therefore use, or give the appearance of using, their position to further their private interests, or misuse their position as an employee of a public body to receive, agree to accept or obtain any payment or other consideration for doing, or not doing anything, or showing favour or disfavour to any person.

Any potential conflict of interest detailed here will not prevent you going forward to the interview stage but may, if appropriate, be explored with you during the interview to establish how you would address the issue(s) should you be successful in your application.

No Yes

If yes, please give details:

**DISCLOSURE**

Are you, or have you ever been subject to the disciplinary process of any professional body or your employer? (Tick as appropriate)

No Yes

If yes, please give details including dates:

Have you ever been adjudicated bankrupt, made a composition with your creditors, or been sued for judgement for any debt, or are any such proceedings pending? (Tick as appropriate)

No Yes



**SECTION FIVE - REFERENCES**

Please give the details of two people who may be asked to act as referees for you. They will be expected to have authoritative and personal knowledge of your achievements. The first referee will be asked to comment on your professional achievements. The second referee will be approached as a personal referee. If references are taken up, the referees will be approached only following a successful application.

|  |  |
| --- | --- |
| **Reference One (Professional)** | **Reference Two (Personal)** |
| **Name:** | **Name:** |
| **Address:** | **Address:** |
| **Telephone:** | **Telephone:** |
| **E-mail:** | **E-mail:** |

**SECTION SIX – DECLARATION**

I declare that the information given on this application is complete and correct to the best of my knowledge. I have also read the information pack and can confirm that I am eligible to be considered for the appointment of Business Support Officer. I also certify that I will immediately inform LEASE of any change in circumstances that affect the answers that I have given in this application.

Signed …………………………………………

Date ……………………………………………

To help us monitor the effectiveness of the way in which we publicise our appointments and plan for future recruitment rounds, please tell us how you found out about this vacancy.

**DECLARATION**

I confirm that the information I have given is, to the best of my knowledge and belief, true and complete. I confirm that I understand the purpose of the monitoring form and the reasons for the collection of my personal data and that I agree to my personal data being used as stated.

Yes

No

Name:.……………………………………………………….

Signature: ………………………………………………………..

Date: ….…………………………………………………….

**SECTION SEVEN – MONITORING FORM**

All public bodies aim to provide fair and equal access to public appointments and to ensure that all sectors of society are represented. The questions set out in this form help us to monitor the effectiveness of this policy by gaining a picture of all those applying for and obtaining appointments.

In addition, we may also be asked to provide information - in summary form only that does not identify individuals - in response to Parliamentary Questions and other public enquiries. In line with government policy, and in accordance with the provisions of current data protection regulations the information you provide will be held confidentially, retained for no longer than necessary and only used for the purpose of assessing your application for employment with LEASE.

This form will be kept separate from your application form and will not be seen by the interview panel. Assessment of your suitability for the post is made purely on the information you give on the application form and your performance at the interview, should you be invited. Appointments are made strictly on merit. We hope that this encourages you to complete the form.

Should you have any questions please contact Miss Nicolette Davis

Telephone 020 7832 2504

E-mail: recruitment@lease-advice.org

Please tick the appropriate box:

Gender: Male

Female

Prefer not to say

Disability

The Disability Discrimination Act defines a person as disabled if they have a physical or mental impairment which has substantial and long term (i.e. has lasted or is expected to last at least 12 months) adverse effect on their ability to carry out normal day-to-day activities. Adverse effects may arise from external barriers experienced by people with impairments.

When you answer the question, you should not take into account the effect of any medication or treatments used or adjustments made (for example at work or at home) which reduce the effects of impairments. Instead, you should think about the effect the impairment would have if these were not being used or made.

Taking this into account, do you consider yourself to be a disabled person?

Yes

No

Should you be selected for interview will any provisions or equipment be required?

Ethnic Origin

Which group do you identify with? Please tick one box. The options are listed alphabetically.

|  |  |
| --- | --- |
| **ASIAN OR ASIAN BRITSH**  |   |
| Bangladeshi |   |
| Indian |   |
| Pakistani |   |
| Any other Asian background (Specify if you wish) |  |

|  |  |
| --- | --- |
| **CHINESE OR OTHER ETHNIC GROUP** |   |
| Chinese |   |
| Any other Chinese background (Specify if you wish) |   |

|  |  |
| --- | --- |
| **BLACK OR BLACK BRITISH** |   |
| African |   |
| Caribbean |   |
| Any other Black background (Specify if you wish) |   |

|  |  |
| --- | --- |
| **MIXED** |   |
| Asian & White |   |
| Black African & White |   |
| Black Caribbean & White |   |
| Any other Mixed Ethnic background (Specify if you wish) |   |

|  |  |
| --- | --- |
| **WHITE** |   |
| White background (Specify if you wish) |   |