

# Role Profile

## Role Title: Section 20 Officer

**Company:** Aster Group Customer Service

**Directorate:** Service Charges

**Department/Team:** Service Charges

**Reports To:** Senior Section 20 & Managing Agent Officer

**Direct Reports:** none

**Dimensions (budget, people span of control):** Dynamics, The Hub, Section 20 register, Microsoft Office

**Last updated:** March 2025

## Role Purpose

To be responsible for accurately consulting with all service charge payers across all entities using the Section 20 consultation process for all Long-Term Qualifying Agreements and Qualifying Works.

This includes ensuring compliance with legal requirements, effectively communicating the scope and impact of proposed works, gathering and addressing feedback from service charge payers, and maintaining transparent records of all consultations and decisions.

## Key Accountabilities

- To act as the first point of contact for Section 20 enquiries for all entities within the Aster Group providing advice and guidance on the consultation requirements on any changes to their services or service charges.
- To have in depth knowledge of legislation relating to Service Charges and Section 20 process and be able to practically apply this knowledge. Legislative knowledge of: Landlord and Tenant Act 1985 and The Service Charge (Consultation requirements) (England) Requirements 2003.
- To co-ordinate consultations with service charge payers for all Long-Term Qualifying Agreements and Qualifying Works.
- To review lease and tenancy agreements and apply the right and obligations held within these to the consultation process ensuring costs are apportioned correctly and that customers are consulted when applicable.
- Ensuring consultations are carried out in a timely and effective manner and that income recovery is maximised.
- To liaise with internal and external colleagues to oversee the progression of contracts and planned works to ensure the Section 20 process is given sufficient time to be concluded

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- To respond to all customer observation during the consultation process. Ensuring responses provided are accurate, timely and compliant with our customer service standards.
- To report on consultations, provided financial analysis and statistical information as required.
- To support the development and delivery of training on the Section 20 process across all entities.
- To communicate with customers and colleagues on the telephone, via email, virtually and face to face, this is a customer facing role
- To lead on the management of email inboxes for: Section 20 team, managing agent team and Finance support team ensuring emails are distributed as necessary.
- Support with the accurate and timely responses to legal enquiries including the provision of Section 20 documentation and subject data access requests for Section 20 team and Managing agent team.
- Support with the design and production of Section 20 consultation letters working within legislative frameworks. Including sourcing and manipulation of data, liaison with external printers regarding large scale mail merges and development of information to be included with consultation letters.
- Support with the provision and production of accurate records and documentation for court/tribunal hearings.
- Support such task as preparation of basic letters including mail merges, and to undertake scanning, filing to SharePoint, and printing as necessary.
- Create cases within Dynamics to progress action through to completion.

## Experience and Qualifications

- Knowledge of S20 and service charge legislation.
- Ability to meet targets and deadlines under pressure
- Ability to juggle fluctuating workload and prioritise tasks
- To be creative and innovative in approach to problem solving
- Present written and verbal communications in a clear concise manner
- Being a confident and enthusiastic user of IT, responsible for effective update of data bases and records including the S20 log, seeking to update processes and look to new IT to resolve current reporting issues.
- To have a commitment to customer service improvements, able to handle enquiries in a confident, professional and competent manner.

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- Educated to GCSE Standard (or equivalent), including passes in English and Maths
- Full Clean driving licence and access to a car for work purposes

## General

- Promote and maintain an active approach to health and safety, in respect of yourself, colleagues and customers.
- Ensure that the Aster Group Equality & Diversity Policy is fully implemented at all times.
- Comply with the requirements of the Aster Group Data Protection, Privacy & Confidentiality Policy, the IT Security & Usage Policy and supporting Data Protection Framework insofar as they relate to the duties of the role.
- If the role is a people leader, they will conduct suitable and sufficient risk assessments (including stress assessments) for their area of operations, record the findings and reduce risk to an acceptable level.
- This role profile is intended as a guide and is not an exhaustive list of the duties and responsibilities of this role. Such duties may vary from time to time without changing the general character of the role or the level of responsibility entailed.

## Internal use only

Role code	Version	Created/last updated (month/year)	Author