

# Home Ownership Administrator - Secondment

|              |                      |
|--------------|----------------------|
| <b>Grade</b> | <b>Contract Type</b> |
| <b>H</b>     | <b>Home Worker</b>   |

  

Home Ownership Manager

↓

Senior Home Ownership Officer

↓

Home Ownership Administrator

↓

No Direct Reports

  

|                   |                         |
|-------------------|-------------------------|
| <b>Department</b> |                         |
| <b>Commercial</b> | <b>→ Home Ownership</b> |

**Role Overview**

Provide the highest standards of service to customers on all aspects of Your Housing Group’s low-cost home ownership, shared ownership and leasehold products by delivering an efficient and effective property management administrative service in line with the Group’s policies and procedures.

**RESPONSIBILITIES**

- Contribute and support the establishment and delivery of the Home Ownership Team services to ensure a responsive service is provided for our customers, in line with the Group’s policies and procedures.
- Administer the rent, service charge and building insurance review process for low-cost home ownership, shared ownership and leasehold properties.
- Provide administrative support to the Home Ownership and Commercial Transaction Team e.g preparation of various documents, invoice coding, purchase orders, repairs reporting and monitoring, rent and service charge reviews etc.
- Provide the first point of contact for customers, estate agents, homebuy agents and solicitors in respect of leasehold management, home ownership and property sale transactions.
- Maintain property management information on behalf of the Home Ownership and Commercial Transaction Team including updating of Orchard Housing, website pages, spreadsheets, databases, standard letters etc.
- Maintain databases and internal records for all initiatives and transactions managed within the team, ensuring accurate information is provided for management information.
- Issue standard response and information packs as required.
- Administer the delivery of Low-Cost Home Ownership, Assignments, Staircasing and other Home Ownership initiatives and sales transactions, in line with procedures.
- Build and maintain positive working relationships with internal and external stakeholders, to ensure the achievement of statutory and operational objectives.
- Undertake additional duties appropriate to the role and/or grade.

**Our values**

**Honest & Reliable**  
We are authentic, open and dependable; and we do what we say we'll do.

**Caring**  
We show kindness and consideration to our customers and each other.

**Respectful & Fair**  
We listen to people, and strive for equity and inclusivity in all that we do.

**Through our passion for housing, more people have a safe place to call home**

## STRENGTHS

- ✓ Clear and articulate communication skills, both written & verbal
- ✓ Ability to build and maintain positive working relationships with internal and external stakeholders
- ✓ Excellent IT skills with proficiency in Microsoft Office
- ✓ Ability to work autonomously with minimal supervision

## ESSENTIAL REQUIREMENTS

- ✓ Excellent Customer Service and administrative skills
- ✓ GCSE Maths and English (or equivalent)
- ✓ Excellent communication skills, written and verbal

## BENEFICIAL TO THE ROLE

- ✓ Full UK Driving License & use of a vehicle
- ✓ Knowledge of Low-Cost Home Ownership products, shared ownership and leasehold properties
- ✓ Experience of administrative tasks

 [yourhousinggroup.co.uk](https://yourhousinggroup.co.uk)

 [your-housing-group](https://www.linkedin.com/company/your-housing-group)

 [@yourhousing](https://www.facebook.com/yourhousing)

 [YHGTV](https://www.youtube.com/channel/UCYHGTV)

 [yourhousinggroup](https://www.instagram.com/yourhousinggroup)

 [@Your\\_Housing](https://twitter.com/Your_Housing)

