

Home Ownership Officer

Grade

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Contract Type

Regional Worker

Head of Housing

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Home Ownership Manager

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Home Ownership Officer

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No Direct Reports

Department

Commercial → Home Ownership

Role Overview

To contribute towards the effective management of service delivery to the Group’s shared ownership and leasehold customers (excluding RTB leaseholders and OPS customers).

- Perform a range of day-to-day activities to manage a portfolio of shared ownership and leasehold properties across a wide geographical area, including scheme/property inspections, service charge setting and any rent/service charge queries. Respond to any lease and property management issues/queries. Respond to any Service Requests from customers or MP’s and ensure all appropriate action is taken to address the customers concerns and is closed within the SLA.
- To interview and assess the eligibility of potential purchasers for low-cost home ownership properties e.g. shared ownership, LSE etc.
 - Respond to and take appropriate action in cases of breaches of leases (including low level ASB) and work closely with leaseholders and colleagues across the Your Housing Group in resolution of such matters.
 - To work closely with leaseholders and colleagues across the Group to ensure all leasehold schemes are maintained in accordance with our contractual obligations.
 - In accordance with the Group’s approach to continuous improvement, value for money and income maximisation, implement actions as required to improve service delivery and provide best value for leaseholders and where possible maximise income to the Group.
 - To ensure compliance on leasehold schemes with relevant statutory legislation, regulatory requirements, and contractual obligations, ensuring any risk to the Group is managed effectively.
 - Manage home ownership properties in mixed tenure estates effectively with colleagues across the Group, so that shared owners and leaseholders are recognised and all customers’ requirements are considered.
 - Undertake additional duties appropriate to the role/grade, including assistance and cover across the wider Commercial Housing Teams.

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

RESPONSIBILITIES

- ✓ Ability to build positive relationships with a diverse range of people.
- ✓ Strong verbal and written skills.
- ✓ Ability to make clear and effective verbal representations.
- ✓ Strong problem-solving skills.
- ✓ Ability to manage and prioritise own workload.
- ✓ Ability to use a variety of IT systems.

ESSENTIAL REQUIREMENTS

- ✓ Experience of budget setting and a good understanding of the service charge accounting processes.
- ✓ Knowledge of leasehold legislation in particular Landlord & Tenant Acts 1985/1987 and Leasehold & Freehold Reform Act 2024.
- ✓ Experience of performing day to day property and lease management activities.
- ✓ Experience of maintaining positive working relationships.
- ✓ Experience of delivering excellent customer service.
- ✓ Ability to travel easily between sites.

BENEFICIAL TO THE ROLE

- ✓ Member The Property Institute (MTPI)
- ✓ Effective stakeholder management, both internally and external to the organisation.

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