

## ROLE PROFILE

<b>Job Title:</b>	<b>Reports to:</b>	<b>Department:</b>	<b>Team:</b>	<b>Grade:</b>
<b>Commercial Transaction Assistant</b>	<b>Senior Commercial Transactions Officer</b>	<b>Housing &amp; Customer Services</b>	<b>Commercial Housing</b>	<b>H</b>

<p><b>Job Purpose:</b></p> <p>Responsible for providing an efficient and effective conveyancing process for all statutory and new plot sales, staircasing transactions and assignments.</p>	<p><b>Competencies:</b></p> <ul style="list-style-type: none"> <li>• Passion</li> <li>• Pride</li> <li>• Creativity</li> <li>• Accountability</li> </ul>
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**Key Responsibilities:**

1. Process incoming and outgoing post for the Commercial Transaction Team, ensuring all applications are date stamped and scanned into electronic sales files.
2. Answer incoming calls and directing enquiries to the appropriate contact within Commercial Transaction Team.
3. Process Purchase Orders, invoices and sundry payments, in line with the Group Operational Standing Orders (OSO's) and timeframes.
4. Send relevant information guides and application packs to customers.
5. Daily update of electronic files and trackers.
6. Manage low level enquiries eg scheme eligibility via telephone and email.
7. Complete ad-hoc administration tasks on behalf of the Commercial Transaction team.
8. Report identified Health & Safety issues/breaches, and actively promote a safe working environment.
9. Adhere to Safeguarding policy and procedure and, where appropriate, refer customers at risk to relevant and appropriate Agencies/Local Authority.
10. Work proactively with the wider Commercial team to meet team objectives and key performance indicators.
11. Undertake additional duties as appropriate to the role and/or grade.

	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Basic Knowledge of legislation relating to Right to Buy and Right to Acquire</li> <li>• Knowledge of affordable home ownership schemes</li> </ul>	<ul style="list-style-type: none"> <li>• Aware of best practice in safeguarding adults and safeguarding children</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent customer service skills</li> <li>• Excellent IT skills incl Microsoft Word and Excel</li> <li>• Strong organisational skills with the ability to effectively prioritise a busy and reactive workload</li> <li>• Positive attitude, with a flexible and adaptable approach</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to use Orchard Housing software</li> <li>• Ability to use efinance software</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Previous administration experience</li> <li>• Experience of working with a wide variety of customers and/or enquiries</li> </ul>	<ul style="list-style-type: none"> <li>• Administration experience within a housing or property sales environment</li> </ul>
<b>Qualifications/Education</b>	<ul style="list-style-type: none"> <li>• GCSE Maths and English (or equivalent)</li> </ul>	

<b>People Management Responsibility?</b>	No line management responsibility
<b>Budgetary Responsibility?</b>	No budgetary responsibility
<b>Key Relationships (internal/external)</b>	Commercial Transaction Team, Home Ownership Team, Sales and Development Team, Finance Team Surveyors and Solicitors

**Safeguarding of Children Young people and Vulnerable Adults**

Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

**Key Role Performance Indicators**

1. Right to Buy and Right to Acquire applications are processed efficiently in accordance with legislative timescales
2. 100% of customer contacts responded to within agreed timescales
3. 100% of sales invoiced processed within 7 days of sale completion
4. eFinance invoices, Purchase Orders and sundry payments processed in line with the Group's Operational Standing Orders (OSO's).

<b>Date Role Profile Created/Updated:</b>	<b>April 2021</b>
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