

# Home Ownership Administrator

Grade

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Contract Type

Home Worker 1

Home Ownership Manager



Senior Home Ownership Officer



Home Ownership Administrator



No Direct Reports

Department

Commercial



Home Ownership  
Team

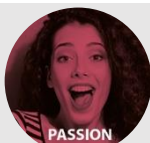
## Role Overview

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, ensuring 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.

## Our values



Creating more places for people to thrive and be recognised as a sector leading landlord

- 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, ensuring the achievement of statutory and operational objectives.
- Undertake additional duties appropriate to the role and/or grade.

### STRENGTHS

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

### ESSENTIAL REQUIREMENTS

- ✓ GCSE Maths and English (or equivalent)

### 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