



ROLE PROFILE

Job: Commercial Transaction Administrator	Reports to: Senior Commercial Transaction Officer	Tier:
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Job Purpose: <p>To provide the highest possible standards of service to customers on all aspects of the Groups low cost home ownership and PRS / market rental products by delivering an efficient and effective property management administrative service in line with the Group's policies and procedures.</p>	Key Competencies: <ul style="list-style-type: none"> • Flexibility & resilience • Meeting customer needs • Interpersonal understanding • Results focus • Building Relationships • Gathering / Seeking Information
Key Responsibilities: <ol style="list-style-type: none"> 1. To contribute and support the establishment and delivery of the Commercial Housing Team services to ensure that a responsive service is provided for our customers, in line with the Group's policies and procedures. 2. To administer the rent, service charge and building insurance review process for low cost home ownership and PRS / market rental properties. 3. To provide administrative support to the Home Ownership, PRS and Commercial Transaction Team e.g preparation of tenancy documentation, invoice coding, Purchase Orders e.t.c 4. Provide the first point of contact for customers, estate agents, homebuy agents and solicitors in respect of leasehold management, home ownership, PRS and property sale transactions. 	

5. To maintain property management information on behalf of the Home Ownership, PRS and Commercial Transaction Team including updating of Orchard Housing, website pages, spreadsheets, databases, standard letters e.t.c.
6. To maintain databases and internal records for all initiatives and transactions managed within the team, ensuring accurate information is provided for management information.
7. To issue standard response and information packs as required.
8. To administer the delivery of Low Cost Home Ownership, Assignments, Staircasing, RTB, RTA and PFI sales transactions in line with procedures.
9. To build and maintain positive working relationships with internal and external stakeholders in order to ensure we achieve statutory and operational objectives.

Key Role Performance Indicators

1. To meet or exceed all sales proceeds targets specifically relating to staircasing, right to buy and right to acquire sales.
2. To ensure the commercial transactions team comply with statutory timescales and requirements in relation to asset sales.
3. To ensure all service standards relating to Commercial Transactions and Private Rented Properties are adhered to.
4. To continually improve customer satisfaction and customer experience in accordance with agreed annual operational targets
5. To ensure that the Commercial Transaction and Home Ownership teams are accessible Mon – Fri 9 -5 by providing office and phone cover

	Essential	Desirable
Knowledge skills & experience	<p>Experience of maintaining positive working relationships with internal / external stakeholders.</p> <p>Excellent Customer Service and Administrative Skills</p> <p>Experience of facilitating the Right to Buy, Right to Acquire and Shared Ownership initiatives for a Registered Provider.</p> <p>Knowledge of Low Cost Home Ownership products in particular shared ownership</p> <p>Knowledge of Private rented schemes</p>	
Specific Role Accountabilities for People, Finance and Policy (ie accountability for managing a team/ budgets etc)		
Key Relationships (internal/external)	Internal and external stakeholders, including: customers; estate agents; homebuy agents and solicitors	
Qualifications		



<p>Safeguarding of Children Young people and Vulnerable Adults</p> <p>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.</p> <p>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.</p>		