

## ROLE PROFILE

<b>Job Title:</b>	<b>Reports to:</b>	<b>Department:</b>	<b>Team:</b>	<b>Grade:</b>
<b>New Property Sales &amp; Conveyancing Officer</b>	<b>Head of Sales</b>	<b>Development</b>	<b>Development</b>	<b>G</b>

<p><b>Job Purpose:</b></p> <p>Lead on the delivery of Your Housing Group's first tranche Shared Ownership, outright sales and Private Rented Sector First Lets, providing a professional and efficient service to all prospective and existing customers.</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. Lead on the delivery of first tranche shared ownership sales, and outright sales, from reservation agreed through to completion, ensuring all Sales Transactions service levels are adhered to
2. Support the Sales Team with efficient delivery of first tranche sales of Retirement Living, Shared Ownership and Outright Sales. First let of Private Rental Sector properties.
3. Work with the solicitor panel to drive completions through within agreed timescales and meet set KPI's.
4. Support the Sales Team with efficient delivery of first tranche sales of Retirement Living, Shared Ownership and Outright Sales. First let of Private Rental Sector properties.
5. Work with internal teams and external agencies to ensure plot sales complete within agreed timescales, with instructed solicitors.
6. Provide effective response and resolutions to customer and solicitor enquiries working closely with relevant teams.
7. Accurately monitoring and provide weekly reports on all plot sales for wider distribution to the Group.
8. Build and maintain positive and productive relationships with partners through which we deliver and receive services to ensure they meet the needs of customers, the law and are good value for money eg 3<sup>rd</sup> Part Managing Agents, Estate Agents, Solicitors, etc.
9. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of leasehold legislation in particular Landlord and Tenant Acts 1985 / 1987 and Commonhold and Leasehold Reform Act 2002</li> <li>• Knowledge of the conveyancing process</li> <li>• Knowledge of affordable home ownership schemes</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Homes England Criteria</li> <li>• Knowledge of GDPR (General Data Protection Regulations)</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent Customer Service Skills</li> <li>• Excellent attention to detail</li> <li>• Ability to interpret complex information e.g leases and transfer agreements</li> <li>• Excellent relationship management skills</li> <li>• Strong organisational, time management, and communication skills</li> <li>• Numerate with strong computer skill</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of the conveyancing process for first tranche shared ownership and outright sales</li> <li>• Experience of working in a fast paced, target driven environment</li> <li>• Experience of maintaining positive working relationships with internal / external stakeholders</li> <li>• A proven track record of delivering sales in line with budget</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of new home sales with a builder/developer/Registered Provider/Estate Agent</li> <li>• Experience of facilitating Shared Ownership initiatives for a Registered Provider</li> </ul>

	Essential	Desirable
<b>Qualifications/Education</b>	GCSE Maths and English (or equivalent)	

<b>People Management Responsibility?</b>	No line management responsibility
<b>Budgetary Responsibility?</b>	No budgetary responsibility
<b>Key Relationships (internal/external)</b>	Development Team & New Business, Commercial Transaction Team, Home Ownership 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. Ensure sales proceeds, for first tranche sales and lettings on all new Developments, are in line with agreed targets set within the Business Objectives.
2. Ensure all plot sales to be completed within agreed timescales.
3. Ensure 100% accuracy of all weekly reports to the Group.

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