

ROLE PROFILE

Job Title: Commercial Transaction Officer	Role Reports to: Senior Commercial Transaction Officer	Business Function: Commercial	Grade: G
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Job Purpose: Provide a customer driven approach, specialist advice and support and a home ownership administration service for the Group on all aspects of land holdings, low cost home ownership and statutory / voluntary property sales e.g Right to Buy.	Key Competencies: <ul style="list-style-type: none"> • Flexibility & Resilience • Meeting Customer Needs • Interpersonal Understanding • Results Focus • Problem Solving & Decision Making • Impact & Influence • Personal Learning & Growth • Building Relationships
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Key Responsibilities:

1. Assist the Commercial Manager and Senior Commercial Transaction Officer, providing advice / support on legal aspects of the Group's landholdings including site set up's, disputes, boundary issues, deeds of variation, grant of easements, leases etc
2. Work closely with the Group's sales team on property sale transactions managing the sales process for reservation to completion.
3. Support the team in the efficient delivery of Low Cost Home Ownership, Assignments, Staircasing, RTB (Right to Buy), RTA (Right to Acquire) and PFI (Private Financial Initiatives) sales.
4. Respond to customer and solicitors' enquiries, working closely with the relevant teams to ensure resolution to such matters e.g land, low cost home ownership, RTB/RTA property sales and assignments enquiries ensuring where applicable administration fees are levied and collected for these services.
5. Provide advice to the relevant teams and administer disposals of land surplus to the Group's requirements including obtaining the relevant consents from the HCA (Homes & Communities Agency).
6. Build and maintain positive and productive working relationships with Partners through which we deliver and receive services to ensure they meet the needs of leaseholders contracts, the law and are good value for money e.g 3rd Part Managing Agents, Estate Agents, Solicitors etc.
7. In accordance with the Group's approach to continuous improvement, implement actions as required to improve service delivery and VFM services
8. Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> Knowledge of leasehold legislation in particular Landlord and Tenant Acts 1985 / 1987 and Commonhold and Leasehold Reform Act 2002 	
Skills	<ul style="list-style-type: none"> Ability to build and maintain positive working relationships with internal / external stakeholders. Excellent Customer Service Skills Ability to interpret complex information e.g leases and transfer agreements 	
Experience	<ul style="list-style-type: none"> Experience of acquiring and disposing of land / property for a Registered Provider Experience of facilitating the Right to Buy, Right to Acquire and Shared Ownership initiatives for a Registered Provider. 	
Qualifications/Education	<ul style="list-style-type: none"> GCSE Maths and English (or equivalent) 	

People Management Responsibility?	No line management responsibility
Budgetary Responsibility?	No budgetary responsibility
Key Relationships (internal/external)	
<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>	

Key Role Performance Indicators
<ol style="list-style-type: none"> 1. All sales proceeds targets specifically relating to staircasing, Right To Buy and right to acquire sales are met or exceeded. 2. All statutory timescales and requirements in relation to asset sales are met. 3. All service standards relating to Commercial Transactions and Private Rented Properties are adhered to. 4. Customer satisfaction and customer experience levels are improved in accordance with agreed annual operational targets 5. All plot sales complete within agreed timescales in conjunction with internal teams and external agencies.

Date Role Profile Created/Updated:	November 2018
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