

ROLE PROFILE

Job Title: Home Ownership Officer	Role Reports to: Home Ownership Manager	Business Function: Commercial Housing	Grade: G
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<p>Job Purpose:</p> <p>Contribute towards the effective management of service delivery Your Housing Group's retirement shared ownership and leasehold scheme customers (excluding RTB (Right to Buy) and Retirement Living Scheme Leaseholders).</p> <p>Ensuring the highest standards of service are delivered to leaseholders in accordance with lease obligations, leasehold legislation and sector best practise.</p>	<p>Key Competencies:</p> <ul style="list-style-type: none"> • Flexibility & Resilience • Meeting Customer Needs • Interpersonal Understanding • Results Focus • Commercial Focus • Building Relationships • Problem Solving & Decision Making
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Key Responsibilities:

1. Perform daily activities to manage a portfolio of shared ownership and leasehold properties across a wide geographical area. Including scheme /property inspections, service charge setting, respond to lease and property management issues and rent / service charge queries.
2. Interview and assess the eligibility of potential purchasers for retirement low cost home ownership and leasehold schemes, ensuring they meet the scheme and lease eligibility criteria.
3. Take appropriate action in cases of breaches of leases (including low level Anti-Social Behaviour (ASB)) and work closely with leaseholders and colleagues across Your Housing Group in resolution of such matters.
4. Work closely with leaseholders and colleagues across the Group to ensure all leasehold schemes are maintained in accordance with our contractual obligations.
5. In accordance with the Group's approach to continuous improvement, value for money and income maximisation, implement actions as required to improve service delivery and provide best value for leaseholders and where possible maximise income to the Group.
6. Ensure compliance on leasehold schemes with relevant statutory legislation, regulatory requirements and contractual obligations, ensuring any risk to the Group is managed effectively.
7. Manage home ownership properties in mixed tenure estates effectively with colleagues in the Group, so that shared owners and leaseholders are recognised and all customers' requirements are considered.
8. Build and maintain positive and productive 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. Estate Agents, Solicitors etc.
9. Provide assistance and cover where required across the Commercial Housing Team.
10. 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. Ability to interpret, explain and present complex information to leaseholders e.g. leases, transfer agreements and service charges 	
Experience	<ul style="list-style-type: none"> Experience of preparing leasehold scheme budgets, setting service charges and a good understanding of service charge accounting and billing arrangements. 	
Qualifications/Education	<ul style="list-style-type: none"> GCSE Maths and English (or equivalent experience) 	

People Management Responsibility	No line management responsibility.
Budgetary Responsibility	No budgetary responsibility.
Key Relationships (internal/external)	Internal – Finance, Development, Asset Management, Repairs and Maintenance, People Services, Fix 360, Housing Management External – Solicitors, Valuers, Lettings / Estate Agents, External Contractors local authorities, 3rd party managing agents, management companies e.t.c
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
<ol style="list-style-type: none"> 1. Ensure all shared ownership rent reviews and service charge reviews are completed in accordance with our contractual obligations and communicated to residents within the required timeframe. Additionally, to ensure all service charge accounts are issued within the legislative timeframe. 2. Ensure all 3rd party service charges including any demands for deficits are charged back to leaseholders within the required timeframe. 3. Ensure all housing management compliance responsibilities are completed within the required timescales. 4. Work with the Asset Management Team to ensure the delivery of all major works, undertaking any Section 20 consultation as necessary. 5. Ensure the delivery of services to customers in accordance with agreed service standards 6. Ensure scheme accounts are reviewed on a quarterly basis and any issues are brought to the attention of the Home Ownership Manager. 7. Continually improve customer satisfaction and customer experience in accordance with agreed annual operational targets.

Date Role Profile Created/Updated:	January 2019
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