

Job Title: Home Ownership Co-ordinator		Business: Operations		Tier: 6	
Reports to: Home Ownership Specialist - Technical		Responsible for: N/A			
Purpose of role: To provide a professional, efficient, and high-quality service to leaseholders and third parties in relation to re-sales, staircasing and lease extensions, working across the wider Home Ownership team in providing a home ownership service which delights our customers.					
Responsibilities			Skills/Experience		
Customer Service Co-ordinate enquiries coming into the team, ensuring they are appropriately recorded and assigned. Maintain accurate records. Strive to provide a service that delights our customers. Support the distribution of customer comms and undertake customer surveys to gather feedback on the customer experience as needed. Re-sales, Staircasing & Lease Extensions Respond to enquiries from existing and potential customers in relation to the re-sale of leasehold properties, purchasing further equity in shared ownership properties and lease extensions. Liaise with solicitors, customers and estate agents and ensure accurate information is provided. Produce welcome packs and keep customer data up to date following notification of completions. Budgets & Accounts To support the budgets and accounts setting process as needed Major Works and Section 20 Support the s20 consultation process as required. Completions Process completions in line with procedure and complete CORE logs Right to Buy/Right to Acquire Process applications through to relevant stage within specified deadlines in line with legislation. Respond to enquiries from customers and colleagues, maintain accurate records and work collaboratively with colleagues from across the group. Collaboration Work in partnership with colleagues across the business to provide a joined-up service that drives positive customer satisfaction. Contribute to the on-going development of the service incl. policies and procedures.			Essential: - Experience of communicating to a diverse customer base verbally and in writing. - Knowledge of leasehold tenure or similar property tenure types. - Experience of processing Right to Buy/Acquire applications. - Excellent communication, organisation, prioritisation and numerical skills. - Computer literate with ability to use Microsoft packages. - Have an innovative approach to problem solving creating long term solutions. - Experience of working well in a team, actively contributing and engaging and demonstrate a proactive approach to the achievement of team goals. Desirable: - Knowledge of relevant leasehold legislation		
			Qualifications		
			Essential: - Educated to GCSE standard inc Maths and English. or equivalent qualification / experience Desirable: - Qualified to Property Institute level 2 or above.		
Values			Other		
Our Values of Respect, Creativity and Excellence are a key element of our organisational culture. They set out our expectations and are an integral part of all our roles. We are: RESPECTFUL to our customers and each other CREATIVE in our approach and ambition EXCELLENT at delivering meaningful services to our customers			A Full UK Driving Licence and access to your own car		No
			Mobile working required		No
			Other		Attendance at Manchester office at least 1x per week

You are also required to undertake any other duties including Health & Safety and compliance within your capabilities as maybe reasonably required