

ROLE PROFILE

JOB TITLE: Home Ownership Officer

REPORTING TO: Housing Manager

TEAM: Housing Managed Contract (Housing)

JOB OVERVIEW

To provide an effective and coordinated home ownership service, processing Right to Buy Applications and providing an effective leasehold management service.

To ensure ForHousing follows sector good practice regarding the general management of all residential leasehold properties.

To ensure the provision of an excellent quality post sales service to Right to Buy and Shared Ownership leaseholders, in accordance with policy, procedures and statutory requirements.

ABOUT FORHOUSING AND THIS ROLE



Respect



Trust



Openness



Passion

With tenants at the core of everything we do our values shine through and drive our behaviour.

ABOUT FORHOUSING

Everything we do aims to positively impact the lives of our social housing tenants and deliver on what matters to them and their communities.

By listening to tenants and keeping them at the heart of all we do, we provide safe, well maintained, sustainable homes and deliver customer focused, equitable and efficient services. And we always want to do better.

Through our tenant focused, inclusive and agile culture, ForHousing is a place where everyone can thrive and be themselves.

ABOUT THE ROLE

You'll work to positively impact tenants and their communities by:

- Ensuring the operation and development of suitable systems and procedures to record all necessary information and costs to be attributed to leaseholders and council tenants; and developing and maintaining effective procedures and work-handling practices.
- Processing right to buy applications in accordance with established policies and procedures, Cheshire West and Chester (CW&C)'s valuers and the CW&C's solicitors with limited supervision and ensuring all relevant statutory time limits are adhered to.
- Working with Finance, Income Management, and other colleagues to provide service charge statements and accounts. Ensuring all service costs are accounted for.
- Supporting the Income Team to ensure that income from service charges and management fees is maximised and accounted for.
- Working with colleagues in the Asset Management team in preparing, issuing, and collecting charges associated with major works to leasehold properties, and ensuring all necessary consultation is completed.
- Liaising with the Engagement team on the development and support of leaseholder involvement and participation in the management of the service
- Providing succinct, timely advice and assistance to customers including information material as necessary.
- Providing specialist advice on legislation and any other matters relating to leasehold management, service charges, and home ownership.
- Acting as primary point of contact for incoming home ownership queries.
- Liaising with the Business Support Team to ensure all relevant administration is completed to highest level of quality and to the timescales required.
- Liaising with solicitors in relation to leasehold resale enquiries.
- Liaising with Neighbourhood Management teams to ensure that leaseholders and other clients receive a high-quality service. Ensuring that leaseholders are aware of their obligations and responsibilities providing advice and assistance accordingly.
- Seeking immediate resolutions to potential formal complaints and to ensuring that such resolutions are accurately recorded in a timely fashion, or investigated further, in line with the CW&C's Complaints Policy and Procedure.
- Taking a full and active role in the implementation of your own personal development and to participate in the training and development of colleagues.

WHAT WE ALL NEED TO DO

- Things can change so we may ask you to carry out other duties to make sure we continue to meet organisation and people needs. We'll consult you first and always make sure any different duties are in line with your post and salary
- Our strategic Outcomes are the things we aim to deliver together through our strategies. You will play an important part in what we will achieve. We encourage you to find new or improved ways of working to help make good things happen every day
- You'll help make sure we continue to maintain and even exceed expectations, performance, and compliance standards. At the same time you'll seek best value for money in every part of the job
- If you access commercially sensitive or personal information that may be covered by the Data Protection Act you must maintain confidentiality in line with our policies and procedures. Let your manager know if you aren't clear about anything
- We thrive in an inclusive environment, where everyone is valued. You'll need to familiarise yourself with our equity, diversity and inclusion policies, to help make sure we deliver a person focused service
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- You'll need to carry out any personal development activities which will support you in your job and help you continually innovate and reach your full potential
- From time to time you may need to undertake other tasks commensurate with your role.

Person Specification:

Assessment Key: AF = Application Form I = Interview T = Test/Assessment QC = Qualification Certificate

AREA	REQUIREMENT (All criteria are essential unless defined as desirable)	ASSESSED BY:
Qualifications and Training	<ul style="list-style-type: none"> • Evidence of education to at least GCSE level or equivalent in maths and English. • Good written and verbal communications and numeracy skills. • Evidence of a desire for continuous development (Desirable) 	QC QC AF
Experience, knowledge, skills and qualities	<ul style="list-style-type: none"> • Experience of working in a housing related environment • Experience of working in a home ownership environment • Experience of working within a customer focused environment • Strong evidence of customer focus. • Ability to establish effective and productive relationships • Strong evidence of working to objectives • Knowledge of current home ownership issues 	AF/I AF/I AF/I AF/I AF/I AF/I AF/I
Skills and abilities	<ul style="list-style-type: none"> • Ability to prioritise and organise and work within prescribed deadlines 	AF/I



	<ul style="list-style-type: none">• Ability to show initiative and problem solving skills• An understanding of equal opportunities issues• Able to work cooperatively as part of a team• Strong IT skills• Good oral and written communication skills• Able to work within prescribed policies and procedures	AF/I AF/I AF/I AF/I AF/I AF/I/T AF/I
Personal qualities	<ul style="list-style-type: none">• Display self-motivation, drive and enthusiasm.• Display ability to deliver quality outcome across a range of tasks.• Able to deal with people at varying levels within and outside ForHousing	AF/I AF/I AF/I