

Resales & Legal Officer

Operations Directorate (Home Ownership)

Overview

Role Purpose	Support Leasehold Services and leaseholders by managing legal enquiries relating to the conveyancing of legal titles.
Responsible for	<ul style="list-style-type: none">• Staircasing• Re-sales support• Legal administration Account creation, amendments and closure
Reports to	Resales and Legal Manager
Line management	N/A
Tier	9
Expectation Level	Colleague
Role relationships	
Internal	Broader Home Ownership directorate Development, Sales and Marketing, Finance and BID directorates
External	Customers Solicitors Auditors

Role accountabilities

- Provide reasonable administrative support to the Resales and Legal Advisors, including with resales administrative activities such as contacting customers, arranging viewings, data entry, sending mail outs etc.
- Responsible for processing all staircasing, Right to Buy (RTB) and Right to Acquire (RTA) transactions. Ensure targets are met on sales products such as Staircasing, RTA and RTB and provide excellent customer service throughout the process. Ensure that all sales data is recorded correctly in the database for staircasing, RTB and RTA and that all files meet auditory requirements.
- Process the assignments, consents and queries relating to divorce, marriage, death, joint to sole ownership, sole to joint ownership, adding new owners to the lease, joining of residents, companies and other tasks relating to the legal administration in respect of a freeholder's obligations.
- Undertake projects such as information being added to our systems, reviewing our fees in line with other providers, sending mail outs advertising lease extensions to blocks etc.
- Ensure new accounts are set-up on our systems, including where necessary the liaison with other stakeholders and teams, and that leasehold front-line officers are instructed to issue Welcome Packs. Also manage the end of old accounts.
- Responsible for all amendments to existing accounts.

Role accountabilities

- Process lease extension requests in a timely and efficient manner. Promoting lease extensions to lessees and updating information packs and the website.
- Liaise with lessees and leasehold front-line officers to provide information about amendments and carry out amendments including those related to transfers, death and name changes in a timely manner.
- Actively promote and provide information on enfranchisement, including the processing of related applications, and all relevant liaisons.
- Actively promote and provide information on loft conversions, as well as processing related applications.
- Act as the sole point of contact for the families of deceased lessees. Provide information about the legal process of wills and our requirements relating to the matter. Provide information on the account, sales, leases and guide customers through possible options.
- Where resources require, support the rent increase/fair rent increase process for Shared Owners
- Respond to legal enquiries and seek further advice when necessary.
- Ground rent actions as necessary and directed by the Resales and Legal Manager
- Support the effective management of legal queries on other low cost home ownership products (historic or new) as necessary and determined by the Director of Home Ownership. This includes equity loan products such as Homebuy and Firstbuy.

General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Professional expertise (know how & experience)¹

Essential	Desirable
<ul style="list-style-type: none">• An understanding of leasehold tenure and the various home ownership schemes in which housing associations are involved.	
<ul style="list-style-type: none">• Experience dealing with sensitive legal or administrative issues in a housing environment.• An understanding of the legal conveyancing and processes related to the granting and assigning of leasehold titles• Experience of processing staircasing transactions and/or supporting resales	

Skills

Essential	Desirable
<ul style="list-style-type: none">• Excellent PC skills including Microsoft Word and Excel.• Good verbal and writing skills.	

Qualifications and/or professional membership

Essential	Desirable

NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is a colleague expectation level and therefore you should refer to the colleague expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.