

Resales Progression Executive



Working better together
for our residents

> Homes > Development and Sales

What's it all about

Working in our Resales and Staircasing team and reporting into the Resales and Staircasing Manager, you'll manage resales transactions, helping leaseholders list their home for sale and find and assess incoming buyers, quickly.

With a focus on customer experience as well as driving revenue, you'll ensure customers receive a transparent and proactive service from you, ensuring a seamless service for our residents and new homeowners.

How you'll make a difference

With your in-depth knowledge of Low-Cost Home Ownership products, proactive approach and excellent customer service skills, you'll support our residents to find a home or sell their home, quickly. You'll confidently advise customers of their options and guide them through the best route for them.

You'll generate income for our organisation and make sure customers costs are fair and easy to pay.

How you'll do it

- Drive income through resales transactions, including repossession sales and deceased estates, achieving aspirational customer satisfaction and income targets as set by the Head of Resales and Equity Progression, proactively pursuing leads and vetting incoming buyers for their long-term and product suitability.
- Manage a demanding caseload, juggling competing priorities, ensuring cases are progressed and deadlines met. Work under your own initiative to determine actions and advice needed for each transaction.
- Actively champion continuous improvement, identifying and suggesting service improvements for implementation and work collaboratively with the wider department to reach our joint objectives.
- Effectively review instructions, assisting customers by explaining their options, risks and making recommendations on their best route to sale or home ownership.
- Build and maintain positive working relationships with internal and external stakeholders to foster better outcomes for residents, drive successful transactions and share expertise.
- Be up to date on policy and legislative changes and be able to identify and flag risks to our organisation.
- Be responsible for our data and compliance, ensuring data is recorded correctly, and transactions are completed in line with regulatory and audit requirements.
- Inform business planning through accurate forecasting of your transactions.
- Competently handle customer enquiries about a range of Low-Cost Home Ownership products, liaising with the Lease and Equity Specialist as required.
- Be engaged with policy/legislative changes, understand risks and follow policies and procedures as set out.
- Support the effective management of other low- cost home ownership products (historic or new) as necessary.
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.
- Hybrid arrangements - at least two days a week in an office or in a community/site based/partnership setting. On other days, working from home may be possible, depending on the work needed and the interaction required.

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **staff** level

Essential knowledge, experience

- Thorough understanding of Low-Cost Home Ownership products, particularly Shared Ownership.
- Knowledge of the property market and conveyancing.
- Experience of delivering excellent customer service in a fast paced, target driven environment.

Skills

- **Intermediate** IT and systems skills including Microsoft office
- Ability to read and interpret leases.
- Excellent spoken and written English.
- Excellent interpersonal and communication skills.