

# Resales and Legal Co-ordinator Operations Directorate (Home Ownership)

Overview	
<b>Role Purpose</b>	You will provide administration, contract and project support, which will underpin an effective, compliant and customer focussed service to residents
<b>Responsible for</b>	<ul style="list-style-type: none"> <li>• Administration functions</li> <li>• Team performance reporting and data analysis</li> <li>• Managing necessary databases and systems</li> <li>• Finance lead including processing invoices for payment and raising team purchase orders</li> <li>• Managing shared communication channels and allocating instructions</li> </ul>
<b>Reports to</b>	Resales and Legal Manager
<b>Line management</b>	N/A
<b>Tier</b>	9
<b>Expectation Level</b>	Colleague
Role relationships	
<b>Internal</b>	Broader Home Ownership directorate, Development, Regeneration and Assets, Housing, ICT, Workwise, Sales and Marketing, Finance and BID directorates
<b>External</b>	Customers Solicitors Managing Agents Contractors

Role accountabilities
<ul style="list-style-type: none"> <li>• Provide your manager and team business and performance data/data analysis and commentary as required.</li> <li>• Support your manager to put in place creative and new ways to address and exceed business objectives and performance targets.</li> <li>• Undertake research and projects on behalf of individual teams or across the department as required.</li> <li>• Flag any issues for escalation that you identify as part of reporting and performance monitoring.</li> <li>• Where appropriate, manage the complaints database, including logging and assigning complaints appropriately and providing proactive oversight of the process in line with performance indicators.</li> </ul>

## Role accountabilities

- Where appropriate, regularly monitor and report on rent and service charge collection and support the Property Managers and Leasehold Managers with strategies to meet targets.
- Maintain and strengthen good working relationships with other departments. This includes Assets and Regeneration, Finance, Housing, Customer Service Centre and Development. Where appropriate, ensure the day to day management of legal instructions, repairs and associated invoices are processed, paid on time and according to the terms of the contract.
- Maintain and strengthen good working relationships with external stakeholders, including our photography services, appointed IFA's, panel surveyors and acting solicitors.
- Manage shared team communication channels acting as a first point of contact for external enquiries, answering as appropriate or ensuring they are redirected accordingly.
- Manage incoming instructions and cases to ensure workload is evenly distributed amongst the team and actioned in line with SLAs.
- Provide commentary and present performance data as required at liaison meetings with external and internal parties.
- Where appropriate accurately update the necessary systems to ensure health and safety compliance.
- Support your manager and other managers as required with the successful delivery of project actions as required.
- Act as the lead within the department to effectively manage any finance related matters (purchase orders, payments, invoicing etc)
- Accurately update and amend details on our housing and property management systems as required.
- Support your manager and other managers with recruitment and assessment processes as required.
- Order and maintain stationery, ICT, and health & safety supplies for the team, and organise travel cards, parking and other services as required.
- Take the lead on setting up all users on necessary systems. This includes ICT systems, databases and lone working devices.
- Log, distribute and monitor letters, requests and emails ensuring they are sent to the relevant team members.
- Organise meetings and events as required, including drafting agendas, booking rooms and refreshments, collecting visitors and typing minutes.
- Act as a system administrator or super-user for systems, databases and projects as required
- Actively engage with new systems and processes. Act as a champion for such systems as required and support the team in highlighting any system or process issues.

## Role accountabilities

- As appropriate, liaise with the Customer Service Centre following up on any matters that arise through this communication channel.
- Provide cover for the resale and legal team when required, handling officer level work on a temporary basis when required.
- 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.
- At all times follow the financial regulations, policies and procedures at NHG.

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

### Experience (executive)

#### Essential

- Experience of working in a fast paced, customer service environment

#### Desirable

### Professional expertise (know how & experience)

#### Essential

- Experience of providing performance monitoring and commentary against business targets
- Experience working to meet key performance indicators

#### Desirable

### Skills

#### Essential

- Excellent PC skills including Microsoft Word and Excel.
- Excellent verbal and writing skills

#### Desirable

### Qualifications and/or professional membership

#### Essential

N/A

#### 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 an 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.