

# Home Ownership Support Adviser

## > Operations > Legal and Support

### What's it all about

Working in our Operations Directorate and reporting into the Home Ownership Support manager, you will be a conveyancing specialist, overseeing all resale, staircasing, lease extension, enfranchisement, RTA/RTB, deceased estates, remortgage and loan redemption transactions. You will also be responsible for the creation, amendment, and closure of customer accounts.

With a focus on customer experience as well as driving revenue, you'll ensure customers receive a transparent and proactive service from you and support the wider department and business objectives..

### How you'll make a difference

You'll be a conveyancing specialist within Operations, unlocking obstacles and progressing transactions to a speedy completion while delivering a great customer experience. You'll work with Operations teams on queries about conveyancing, providing an escalation point and advisory support on complex cases, helping our customers live well in their homes.

You'll be crucial to the successful management of arrears by ensuring the accurate and timely creation, amendment, and closure of accounts, ensuring customer costs are transparent and easy to pay.

You'll support and guide our Home Ownership Support Officers to ensure a fantastic end to end process for our customers and use your on-the-ground experience, to suggest and deliver service improvements. You'll understand our business, and proactively drive revenue from transactions for reinvestment by our organisation.

### How you'll do it

- Be the conveyancing specialist within the Home Ownership Support team acting as the single point of contact for your customers, providing sound advice,

proactively progressing transactions and unlocking obstacles to completion/resolution. Lead on all relevant legally administrative functions related to the transfer or disposal of property.

- Manage a complex and 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.
- Competently handle customer enquiries about a range of Low-Cost Home Ownership products.
- Support with the management of team in-boxes and general enquiries.
- Supply day-to-day supervisory and escalation support for the Home Ownership Support Officers and Operations staff, hosting surgeries and providing training across the organisation to share your expertise.
- Lead on the disposal of void units, undertaking viewings or on-site visits if required.
- Actively champion continuous improvement, identifying and suggesting service improvements for implementation and work collaboratively with the wider department to reach our joint objectives.
- Build and maintain collaborative working relationships with internal and external stakeholders to foster better outcomes for our residents, drive successful transactions and share expertise.
- Be engaged on policy and legislative changes, highlighting risks and following relevant policies and procedures as required.

- Achieve high levels of customer satisfaction and financial targets as set by the Home Ownership Support Manager, in line with our customer strategy.
- Drive income by actively promote staircasing, loft conversion, lease extension and loan redemption, managing all aspects of each application.
- Meet our compliance requirements, ensuring data is recorded correctly, and transactions are completed in line with regulatory and audit requirements.
- Inform business planning thorough effective progression and accurate forecasting of your transactions.
- Support Operations and our customers by making sure new accounts are set-up, amended and closed as needed, including the amendment of rents and ground rents.
- Manage complaints and service recovery effectively and within designated timescales.
- Support team and departmental projects as required by the Home Ownership Support Manager.
- Support the effective management of other low-cost home ownership products (historic or new) as necessary.

## 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. This role is at **staff** level.

### Essential knowledge, experience and skills including qualifications and professional membership

Pending confirmation of legislative changes, this role may require a qualification to demonstrate competence. If not already qualified, there may be an expectation to study towards a professional qualification.

- Experience of working independently to deliver excellent customer service across a diverse workload, in a fast paced, target driven environment.
- Thorough knowledge of conveyancing and Low-Cost Home Ownership products, particularly Shared Ownership.
- Ability to read and interpret leases.
- Excellent spoken and written English.
- Excellent interpersonal and communication skills.
- Effective IT skills including basic/intermediate MS Office skills

### Desirable

- Experience of working in a property sales or conveyancing environment.