

Home Ownership Support Coordinator

> Operations > Legal and Support

What's it all about

Working in our Operations Directorate and reporting into the Home Ownership Support Team leader, you'll support the team by being responsible for managing new resale and staircasing instructions, general enquiries, team in-box management, caseload assignment and reporting.

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.

How you'll make a difference

You'll be the first point of contact for our customers, ensuring customers instructions and queries across a range of Home Ownership Support functions are handled quickly and efficiently, supporting first call resolution for the team. You'll be crucial in managing incoming correspondence and ensuring workloads are distributed evenly and dealt with quickly. You'll support the team and wider department by managing shared communication channels, providing reporting and supporting on projects and administrative work as needed.

How you'll do it

- Achieve aspirational customer satisfaction and service delivery targets as set by the Home Ownership Support manager, in line with our customer strategy.
- Manage a demanding workload, juggling competing priorities, ensuring queries/instructions are progressed and deadlines met. Work under your own initiative to determine actions and advice needed for each interaction, escalating or seeking advice as necessary.
- Manage shared communication channels for the team or wider department, acting as a first point of contact for external enquiries, supporting first contact

resolution where possible or ensuring they are redirected/escalated accordingly.

- Support the team and wider department where needed by assigning and distributing workloads evenly, ensuring it is actioned in line with SLA's.
- Support the team and wider department with project work as required.
- Provide performance data and reporting for the team or wider department, including analysis and commentary as required.
- Manage the accurate recording of data and assignment of actions on appropriate systems (e.g Workwise).
- Ensure invoices are processed, paid on time and according to the terms of the contract. Act as the lead within the department to manage any finance related matters (purchase orders, payments, invoicing etc).
- Maintain and strengthen good working relationships with external stakeholders, including our photography services, appointed IFA's, panel surveyors and acting solicitors.
- Support the Home Ownership Support Manager, Team leader and other managers as required with the successful delivery of project actions as required.
- Collaborate with the wider operational team ensuring smooth collation of information to reach your goal e.g. when addressing pre-sales enquiries for resales.
- Collaborate with the team on transactions,
- Organise meetings and events as required for the team and wider department, including drafting agendas, booking rooms and refreshments, collecting visitors and taking minutes.

- Provide cover for the team when required, handling officer level work on a temporary basis when 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. 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.

- Excellent spoken and written English and ability to analyse data and produce written reports.
- Excellent organisational and administrative skills.
- Excellent interpersonal and communication skills.
- Good IT skills including intermediate MS Office skills.
- Thorough understanding of Low-Cost Home Ownership products, particularly Shared Ownership.

- Experience of delivering excellent customer service in a fast paced, target driven environment.
- Experience of supporting with the coordination of projects.

Desirable

- Experience of working in a property sales environment.