

Lease and Equity Specialist

> Homes > Development and Sales

What's it all about

As a Lease and Equity Specialist, you will be a conveyancing expert, providing specialist advice to the wider team and responsible for managing lease extensions, variations to leases, removal of charges, post completion compliance, enfranchisement, RTA/RTB, retirement sales, remortgage applications and loft conversions. You will also support with ad-hoc conveyancing matters from outside the team, for example, the purchase of additional parking bays or land and be responsible for management of our equity loan portfolio, including the issue of annual statements and surveys, ensuring our compliance with the Financial Conduct Authorities requirements.

You'll 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 make a difference

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

How you'll do it

- Be the conveyancing specialist within the Resales and Equity Progression team acting as the single point of contact for your customers, providing expert advice.
- Manage and advise on complex lease extension matters across voluntary and statutory routes, including our DIYSO portfolio.
- Be an expert on Right to Acquire and Right to Buy, ensuring compliance with legislation by accurately assessing eligibility and progressing transactions in line with Government prescribed policy.
- Manage sales across our retirement sale portfolio, understanding and ensuring compliance with the terms of the lease.
- Provide expert support on a wide range of complex conveyancing matters.
- Support other team members to proactively progress transactions and unlock obstacles to completion/resolution.
- Lead on all relevant legally administrative functions related to the transfer or disposal of properties.
- Manage a complex and demanding caseload, juggling competing priorities, ensuring cases are progressed and deadlines met.
- Respond / support others to respond to customer enquiries about a range of Low-Cost Home Ownership products.
- Provide expertise and escalation support for the Resales and Equity Progression team, hosting surgeries and providing training across the organisation to share your expertise.
- 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 advising on relevant policies and procedures as required.
- Achieve high levels of customer satisfaction and financial targets as set by the Head of Resales and Equity Progression.
- Drive income by actively promoting staircasing, loft conversion, lease extension, enfranchisement and loan redemption through targeted discussions and campaigns, 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.
- 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.



Working better together
for our residents

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

- 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.
- Expert working knowledge of Home buy, Right to Acquire and Right to Buy products, including eligibility assessments
- Experience managing and advising on complex and sensitive legal issues in leasehold, including dealing with families and next of kin.
- Thorough understanding of legislative changes affecting the leasehold sector, particularly the leasehold reform act
- Thorough knowledge of and deep experience of dealing with enfranchisement, lease extensions and granting and assigning of leasehold titles

Skills

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