

Home Ownership Support Officer

> 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 manage staircasing transactions and help leaseholders list their home for sale and find and assess incoming buyers, quickly. You'll 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.

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 increase their shares, 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. Through share maximisation and effective leaseholder account management, you'll support income for our organisation and make sure customers costs are fair and easy to pay.

How you'll do it

- Drive income through staircasing and resales transactions, achieving aspirational customer satisfaction and income targets as set by the Home Ownership Support manager, in line with our customer strategy.
- 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.
- Effectively market homes for sale, in line with borough/audit requirements and proactively pursuing leads and vetting incoming buyers for their long-term and product suitability.
- Support on the disposal of void units, undertaking viewings or on-site visits if required.
- Build and maintain positive working relationships with internal and external stakeholders to foster better outcomes for residents, drive successful transactions and share expertise. You'll 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 advertising portals are cleansed, data is recorded correctly, and transactions are completed in line with regulatory and audit requirements.
- Inform business planning through accurate progression and forecasting of your transactions.
- Competently handle customer enquiries about a range of Low-Cost Home Ownership products.
- Support with the management of team in-boxes and general enquiries.
- Provide administrative support to the Home Ownership Support Advisors as required.
- Work collaboratively with the wider department to support leaseholders with the sale of their home, acquiring more shares or issues related to the same.
- Be engaged with policy/legislative changes, understand risks and follow policies and procedures as set out.

- Ensure the timely and accurate creation, amendment, and closure of customer accounts.
- Manage complaints and service recovery effectively and within designated timescales.
- Support the effective management of other low-cost home ownership products (historic or new) as necessary.
- Support with the delivery of team and departmental projects as required.

- Experience of delivering excellent customer service in a fast paced, target driven environment.
- 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 marketing environment.

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.

- Thorough understanding of Low-Cost Home Ownership products, particularly Shared Ownership.
- Knowledge of the property market and conveyancing.