

bpha ROLE PROFILE



JOB TITLE:	Senior Housing Officer -Homeownership
REPORTS TO:	Housing Operations Manager
POSITION LEVEL:	Operations – Technical / Specialist standard
JOB PURPOSE & ACCOUNTABILITIES:	<ol style="list-style-type: none"> 1. To be able to demonstrate that we put the customer at the heart of our services by building trust and using our expertise to support customer requests or provide an explanation where this is not possible. 2. To provide an excellent homeownership service to customers. (Classified as leaseholders, shared owners, and private owners (where we own the communal areas) 3. To work closely with internal teams to promote a seamless service to homeowners. 4. To demonstrate bpha values and listen to our customers to improve the customer experience. 5. To engage and listen to our customers to improve the customer satisfaction and helping bpha to become a landlord of choice. 6. To actively mentor and coach colleagues to increase their knowledge on homeownership and the services we provide. 7. To promote good practice in the management of leasehold and shared ownership homes 8. To constructively challenge operational services and processes to deliver a work environment that enables continuous improvements.

KEY RESULT AREAS	MEASURES OF SUCCESS
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<p>To engage with customers and partners (both internal and external) to recommend improvements to services to homeowners.</p>	<ul style="list-style-type: none"> • Positive outcomes for the customer leading to improved customer feedback. • Service provided in a consistent manner. • Work with the service improvement team to learn from complaints and customer feedback surveys. • Recommend and work with key stakeholders to deliver key service improvements across homeownership services. • Working holistically to the benefit of our customers and acting as an advocate where necessary • Working with our Communication Team provide regular pro-active communications to homeowners.
<p>Working closely with the Service Charge Team, maximise homeownership income collection.</p>	<ul style="list-style-type: none"> • Ensure KPI's are met, and all account correspondence is recorded on the correct system. • Write monthly reports on key areas of homeownership. • Queries concerning service charges for homeowners are dealt with in a timely manner. • Dealing with service charges queries relating to the lease and the services provided. Working with the service charge team to ensure service charge accounts are both applicable and accurate. • Ensure a coordinated approach in applications to court and the First Tier Tribunal including providing the required information to support mediation and legal challenges. Attending court/Tribunal hearing as and when required. • Leading on complex or high-level arrears cases. Taking proactive action and ensuring all avenues have been explored including applications for forfeiture and ensuring NOSP's have been served appropriately. • Work with the property services department and the service charge team to ensure that major works invoice is correctly set and queries dealt with.

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<p>Deal with complex/difficult home ownership issues and complaints, ensuring a high level of professionalism and customer service is always maintained.</p>	<ul style="list-style-type: none"> • Queries dealt with in a timely manner. • Working with other teams develop action plans to resolve complex issues. • Deliver consistent outcomes in our service. • Inconsistencies in our services are highlighted and actions plans agreed with other departments. • Respond to complex requests for improvements/permissions under the lease agreement and take appropriate action in cases where improvements have been carried out without permission.
<p>Work closely with other teams and service providers in the Homes team to provide a holistic, relevant, and up to date homeownership service for our customers</p>	<ul style="list-style-type: none"> • Review and recommend changes to policies and procedures and work with colleagues to implement agreed changes. • Be proactive in maintaining current knowledge of homeownership including legislation changes. • Work with other teams in bpha to resolve lease issues. • Dealing with complex lease queries quickly and efficiently and knowing when to refer to other agencies as a partnership approach is required to address issues. • Support new members of staff with training on homeownership services. • Work with property services on project vista ensuring support including attendance at customer events and advising in the delivery of the projects from a home ownership perspective.
<p>To support, train and advise new and existing housing staff and provide support in the delivery of training plans for new housing officers.</p>	<ul style="list-style-type: none"> • Upskilled Housing officers • Motivated, inspired and empower colleagues to work together to achieve shared goals. • Proactive task management • Empowering and coaching team members to make customer focused decisions.

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	<ul style="list-style-type: none"> Develop training plans which reflect an up to date customer service and provide support within agreed timescales and remits.
Supporting the management and delivery of specific projects and to lead on smaller project delivery.	<ul style="list-style-type: none"> Projects scoped, planned, developed and implemented on time and to budget Active Home participation in larger projects to ensure service issues considered.
To undertake any other reasonable duties as required that are commensurate with the role.	

PERSON REQUIREMENTS – state if ESSENTIAL (E) or DESIRABLE (D):

Must have own car and have full access to it during working hours (E)

Means to travel across all bpha sites including Bedfordshire and the Oxfordshire / Cambridgeshire corridor (E)

Key Skills and Attributes

- Excellent customer service skills putting the customer at the heart of what we do (E).
- Exceptional problem-solving skills and decision-making capabilities (E).
- Clear and effective communicator, able to convey complex information to customers and key stakeholders (E)
- Negotiation and influencing skills (E).
- Initiative to make difficult decisions (E)
- Excellent communication skills, both written and verbal and to a range of audiences (E).
- Ability to manage own diary and reprioritise reactively when necessary (E).
- IT literate and ability to adapt to new software (E)
- Ability to input data into systems accurately (E).
- Ability to work with minimal supervision(E)
- Highly organised and good attention to detail with a right first-time attitude (E)
- The ability to work within an ever-changing environment (E).
- Approachable with a positive outlook (E).
- Ability to work in isolation away from colleagues (E).

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- Experience of working in partnership with internal teams and external organisations to achieve shared goals(E)
- Capability to deal with confrontation (E).
- Ability to follow procedures and maintain, clear, concise records (E)
- Able to create rapport and build effective relationships quickly (E)
- Identify areas for process change to enhance customer experience (E)
- Excellent numeracy skills and an ability to understand, analyse and manipulate information and data (E)
- Ability to stay up to date with relevant policy and legislative changes (E)

Knowledge and Experience

- Proven debt management experience (E).
- Experience of dealing with people in difficult, often stressful, crisis situations (E)
- Experience of tenancy/lease and neighbourhood management (E)
- Knowledge of Lease and homeownership products (E)
- Experience of using Microsoft Office applications (D).
- Experience of dealing with conflicting priorities (E)
- Experienced of working in a outstanding customer focussed service (E)

Qualifications or training required (or appropriate demonstrable experience)

- Good general level of education (E)
- CIH qualification or similar (D)

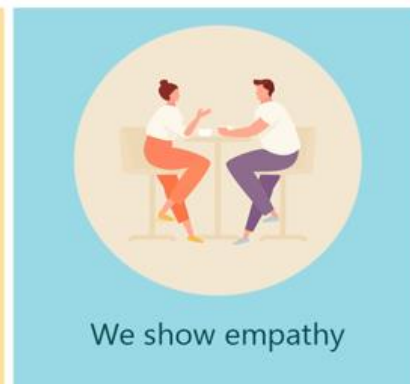
VALUES AND BEHAVIOURS:



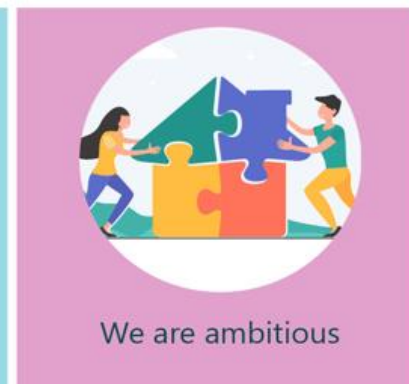
We take responsibility



We are better together



We show empathy



We are ambitious

We take responsibility

- We always do what we say, when we say we will
- We are accountable for what we do and sometimes, what we don't do
- We do the right thing not the easy thing

We are better together

- We are one bpha, committed to our shared goals and standards
- We achieve more with others, inside and outside bpha
- We value and draw strength from our diversity and differences

We show empathy

- We respect every colleague and customer
- We listen and make sure we understand
- We are considerate to each other and protect our environment

We are ambitious

- We learn, and with our customers find better ways
- We will make a positive difference for more people
- We are committed to excellence and being the best we can be

Special Requirements if appropriate for role:

Role profiles are a snapshot of requirements at the time of writing; content may change from time to time to ensure that roles continue to meet the changing needs of the business. Role profiles are reviewed yearly.

DATE LAST REVIEWED:

17/8/23