
JOB DESCRIPTION

Homeownership Officer

Line manager	Homeownership Manager
Directorate	Specialist Housing & Homeownership Services
Team	Homeownership

KEY INFORMATION

Job title	Homeownership Officer		
Location	Hybrid, with a weekly presence in either our Rushden or Peterborough office.	Line manager	Homeownership Manager
Salary	Up to £35,962.78 per annum	Directorate	Specialist Housing & Homeownership Services
Hours	36.25 per week	DBS requirement	N/A

MAIN PURPOSE OF JOB

To be an integral member of the Home Ownership Services Team providing high quality service to the Group's homeowners, ensuring that they are managed in accordance with the terms of their leases, legislation and regulation and best practice.

CORPORATE TASKS

- A) Contribute to the overall operation of the Group. Help to deliver the corporate vision, values and key messages and promote the effective corporate working of the organisation.
- B) Contribute to the operational plans for the Homeownership service ensuring that key objectives are met. Aid continuous improvement and service success.
- C) Be responsible for the Group's compliance with all necessary legal requirements commensurate with this role to minimise or alleviate risk.
- D) Represent the Group with internal and external stakeholders, attending meetings, training and conferences as necessary.
- E) Champion the Homeownership department through continually improving processes and outcomes for staff and customers.
- F) Identify opportunities to grow and develop services, considering Value for Money in all actions.
- G) Play an active role in a high-performing, highly engaged colleague team, promoting a culture of excellent customer service.

GENERAL REQUIREMENTS

1. To possess good IT skills and be committed to improving skills in this and other areas through continuing training and development.
2. To demonstrate and champion the values and behaviours of the Group.
3. To work within all Group policies and procedures, providing a high-quality service and to always have a high regard for the Equality and Diversity Policy.
4. To ensure that data for which you are responsible is accurate and up to date and stored in accordance with the Group's information management procedures.
5. To respect confidentiality at all times and abide by the requirements set out in the General Data Protection Regulations and Data Protection Act 2018.
6. To observe all of the Group's Health and Safety policies, procedures and processes and take all reasonable care to promote health and safety for all.

KEY TASKS AND RESPONSIBILITIES

- To provide a customer focused service responding to home ownership enquiries in accordance with the Group's standards of service.
- Investigate and respond to disputes arising from service charges or other lease issues, including the preparation of cases for court, mediation and tribunals, attending and giving evidence where necessary.
- To undertake investigations following complaints relating to home ownership management as well as being alert to the potential for complaints and taking pre-emptive action.
- Interpreting long leases, head leases, transfer documents and management agreements providing advice and assistance to departments within the Group.
- Implement proceedings under s146 Law of Property Act 1925 where required.
- Assist with the process of S20 Consultation as required.
- Work with colleagues in other departments to provide a comprehensive service to our home ownership customers and act as first point of contact for them in their dealings with the Group. This may include site visits or home visits.
- To work with home owners to ensure that they have the opportunity to influence the service and participate in decision making that relates to their home, their estate and their community.
- To attend service charge meetings, service provision meetings and progress meetings with the agencies, leasehold schemes and leasehold for the elderly schemes, as and when required. This could also include out of office hours.
- To deal in a polite, professional and efficient manner with all telephone enquiries relating to the management of home ownership properties and to liaise with contractors, scheme managers and service providers, as required.
- To ensure services are delivered in accordance with legislative requirements and to be responsible for implementing high standards of customer care and service excellence
- Be the responsible officer for all aspects of managing the groups home ownership stock.
- To deliver a high quality, prompt, effective and appropriate response to anti-social behaviour, noise nuisance (including statutory nuisance), and hate incidents.

Income Recovery

- To maximise the rent and service charge income from homeowners for the group in accordance with policies and procedures.
 - To regularly monitor rent and service charge accounts, initiate appropriate action where necessary and apply a consistent approach to arrears management in line with our policies and procedures.
 - Ensure KPI's for arrears recovery are met each month and prepare statistical and performance information for the Home Ownership Manager on all arrears cases.
 - Liaise with solicitors and other bodies in dealing with repossessions and court action where applicable.
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OUR VALUES

Guided by our core set of shared values, our vision is to improve the lives of our customers and communities. Our values, which are at the heart of everything we do, were created by our colleagues, who help to deliver the excellent services we provide.



In it Together

We stand together as one team with one vision to make a difference to people's lives. Forms working relationships with others inside and outside the organisation and openly promotes and values diversity.



Heartfelt Service

Everything we do shows we care deeply about our customers and colleagues. Ensures the delivery of service meets customer requirements both internally and externally.



Own it

We do what we say we do to the best of our ability with pride and passion. Communicates with others using techniques appropriate to the situation and uses skills to build and maintain relationships.



Pushing the Boundaries

We strive for excellence constantly looking for fresh ways of doing things. Looks for new ways to improve working methods and initiatives to carry the organisation forward.



Fun and Fair

We work hard, enjoy it and treat everybody equally with respect and honesty.

ADDITIONAL DUTIES CLAUSE

The above does not constitute an exhaustive list of duties. The post holder may be required to perform any reasonable tasks commensurate with the level of responsibility at the request of their manager. Duties may vary as and when localised procedures are updated or renewed with varying local authorities that Longhurst Group works with. Longhurst Group reserves the right to alter the content of this job description to reflect changes to the organisation or the services it provides.

Creation Date:	June 2023	Review Date:	June 2026
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To be reviewed as part of the Job Description review process

Person Specification**Homeownership Officer**

The Values outlines the key expectations of all Group colleagues. Used together, the Person Specification and our Values will ensure new employees will exhibit the competencies required for this role. All our opportunities will be assessed through application to interview.

Essential Criteria

Knowledge and experience of understanding leases, freehold transfers and management agreements.

Good sound knowledge of rent and service charge budgets and arrears recovery.

Demonstrable knowledge of service charges, rents, budgets and accounts.

Ability to interpret leases. Able to write letters and reports using plain English.

To be highly organised and efficient.

Able to understand and interpret complex information, balancing short- and long-term issues and pressures.

Good communication skills by letter and telephone with customers.

Able to present numeric and other complex data and information in a clear and understandable manner.

Able to demonstrate an awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.

Promotes equality of opportunity for all people as employees or customers.

Promotes an environment where everyone can thrive and reach their potential.

Recognises and values the diversity of the communities where the organisation works.

Desirable Criteria

Degree level education or equivalent through relevant training/experience.

Relevant professional qualification or an equivalent leadership qualification.

Proven knowledge of leasehold housing management, income and debt collection related issues.