

JOB DESCRIPTION

Homeownership Advisor

Job title	Homeownership Advisor	Directorate	Sustainability & Commercial Services
Location	Hybrid, with a weekly presence in either our Rushden or Peterborough office.	Line manager	Homeownership Manager

Purpose of the job

- > Provide high-quality administrative support for Homeownership management, ensuring compliance with leases, legislation, and best practices while assisting in rent and service charge recovery and resolving customer queries.
- > Support Homeownership Officers and the wider Homeownership Team in delivering effective leasehold and freehold management services, including monitoring arrears, addressing Homeowner concerns upholding service standards.

Key tasks and responsibilities

- > Provide a customer focused service responding to all leaseholder/freeholder enquiries in accordance with Amplius' standards of service.
- > Lead on improving satisfaction with our leasehold/freehold customers. To engage with our customers on helping improve how we deliver our services.
- > Be a point of contact dealing with homeowner's complaints and queries with the services we provide.
- > To visit sites where required dealing with neighbour and boundary disputes.
- > Monitoring customer satisfaction using a variety of monitoring methods to capture this, for example satisfaction surveys, text surveys.
- > Undertake general administrative duties as part of the team to aid the effective and efficient smooth running of the team.

- > Assist the Homeownership Officer in dealing with queries concerning service charge budgets and audited accounts on all Homeownership tenures.
- > To cover for the Homeownership Assistant when required, in setting up and ending tenancies for the various Homeownership tenures.
- > Have an understanding of long leases, head leases, transfer documents and management agreements providing advice and assistance to the Homeownership team.
- > Deal in a polite, professional and efficient manner with all telephone enquiries relating to the management of leasehold/freehold properties. To liaise with contractors, scheme managers and service providers, as required.

Income Recovery / Estate Services

- > Assist the Homeownership Officers in investigating and responding to disputes arising from rent or service charge arrears or other lease issues.
- > Assist the Homeownership Officers in preparing cases for court, mediation and tribunals.
- > Dealing with rent/ service charge collection, low-level arrears monitoring, negotiate and agree repayment plans with customers in accordance with the arrears policy and procedure for our Homownership properties
- > Deal with low-level anti-social behaviour issues.
- > Administering the invoicing of major works as part of the Section 20 process.

Scope and impact

Scope:

- > Provide comprehensive administrative support to the Homeownership Team, ensuring the effective management of leasehold/freehold properties in compliance with leases, transfers, legislation, and Amplius policies.
- > Act as a primary point of contact for leaseholders and freeholders, addressing queries, complaints, and service issues, including disputes related to arrears, boundary concerns, and neighbour conflicts.

Impact:

- > Enhance customer satisfaction by delivering high-quality, responsive support to homeowners, improving engagement, and implementing feedback-driven service improvements.
- > Contribute to Amplius' financial performance by assisting with rent and service charge recovery, resolving arrears disputes, and negotiating repayment plans in alignment with policies.
- > Support the Amplius' reputation and operational compliance by effectively managing leasehold and freehold agreements, addressing low-level anti-social behavior, and collaborating with contractors and service providers to resolve issues promptly.

Key relationships

- > **Internal Relationships** – Homeownership Manager (line manager), Homeownership Team, Sales Team, Estates Team, Finance and Rent & Service Charge Teams & Asset and Planned Works Team.
- > **External Relationships** - Mortgage lenders, Solicitors, Universal Credit, Housing Benefits, Local Authorities and Management Companies.

PERSONAL SPECIFICATION

Homeownership Advisor

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

Qualifications

Desirable:

- > Degree level education or equivalent through relevant training/experience.
- > Relevant professional qualification or an equivalent leadership qualification.

Experience and knowledge

Essential:

- > Experience of providing administrative assistant in busy environment.
- > Experience of managing low-level arrears, dealing with court applications.
- > Experience of dealing with customers and complaints.
- > Experience of dealing with service charge queries from leaseholders and freeholders.

Desirable:

- > Knowledge and experience of computerised housing management systems in respect of customer files.
- > Experience in understanding leases, transfers and other legal documents associated with homeownership.

Skills and competencies

Essential:

- > Sound numerical, analytical and problem-solving skills.
- > To be highly organised and efficient.
- > Good communication skills by letter, telephone and email with customers.
- > Ability to work under pressure and to tight time scales.

- > Ability to manage difficult conversations with customer concerning arrears.
- > Ability to negotiate and agree repayment plans with customers.





Desirable:

- > To be able to lead on improving satisfaction with our Homeownership customers helping improve how we deliver our services.
- > Ability to deal with low-level anti-social behavior issues.

Characteristics**Essential:**

- > 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.

Our values

 <p>People come first</p>	<p>Everybody matters to us. We care deeply about our colleagues and customers. We have fun and get to know and understand the people we work with. We provide a heartfelt service and treat everyone with dignity and respect.</p>	 <p>In it together</p>	<p>Our work is all about delivering excellent partnerships and building communities. We collaborate instead of competing. We achieve the best results by working together as one team.</p>
<p>We absolutely own it by doing what we say we'll do and being accountable for our actions. We believe in fairness, equality and inclusivity. We operate with integrity and help those who need it the most.</p>	 <p>Do the right thing</p>	<p>We're committed to providing better services and building more homes. We're ambitious, proactive and forward thinking. We want to amplify our impact, influence policy and transform the sector.</p>	 <p>Driven to do more</p>

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 the organisation works with. We reserve the right to alter the content of this job description to reflect changes to the organisation or the services it provides.

To be reviewed as part of the Job Description review process.