

March 2025



**Job Description:  
Home Ownership Officer**

**Reports to  
Home Ownership Manager**

**Direct Reports**  
• N/A

**Department:  
Development**

**Job Purpose:**

- To deliver an excellent customer focused specialist service for home ownership activity and be responsible for managing multiple cases at any one time.

**Main Duties & Responsibilities:**

- To provide a responsive, proactive and customer focused service for existing and potential customers in their home ownership journey.
- To administer Shared Ownership Resales, leasehold and freehold sales, Right to Buy , Right to Acquire and or Right to Shared Ownership Sales from initial enquiry through to legal completion.
- To produce management packs in relation to sales activity, proactively sourcing and collating information to inform the content.
- To administer the purchase of additional shares in shared ownership homes from enquiry to legal completion
- To administer other home ownership activities including but not limited to lease extensions, subletting, transfers of equity, transfers of head leases, lease amendments, repossession and mortgage consents from enquiry to legal completion
- To liaise with customers and a range of 3<sup>rd</sup> parties in relation to home ownership activity including solicitors, estate agents, surveyors, independent advisors, mortgage lenders and other stakeholders
- To comprehend and extract criteria from complex legal documentation including leases, headleases, s106 agreement and transfers, to inform requirements and responsibilities and where necessary seek further advice.
- To be responsible for accurately calculating completion monies and all associated completion administration, liaising with internal and external parties, ensuring funds are received and post completion processes completed

**Main Duties & Responsibilities continued:**

- To be responsible for updating information in a housing management system and a Core system if applicable.
- To obtain information from Land registry in response to queries raised
- To arrange signatories and timely return of legal documents.
- To actively participate in service improvement activities in relation to home ownership
- To ensure all documentation is filed for compliance and audit purposes
- To ensure a smooth customer journey through the process with high satisfaction levels

**General Duties & Responsibilities:**

- To manage a case load of applications and processes simultaneously
- To engage with customers via a range of media providing advice, guidance and updates ensuring an efficient , customer focused responsive service
- To be able to communicate complex information
- Maintain accurate and timely management information
- Provide effective and comprehensive support to the Team and wider business
- To Support quality and control assurance processes including internal audit and policy and procedure review
- Undertake other duties and responsibilities as may be specified by the Home Ownership Manager/ Assistant Director and which are commensurate with the level of the job
- Be a positive ambassador who Lives Our Values Everyday through effective partnership working to help us achieve our ambitions
- To provide support and cover to other members of the Home Ownership Team as required.
- Adhere to confidentiality and general data protection regulations at all times

March 2025

## Personal Specification: Home Ownership Officer

WE'RE  
MUIR

### Education & Qualifications: (E = Essential / D = Desirable)

- **Good standard of GCSE's or equivalent (E )**
- **A/S or A level or equivalent (E )**

### • **Experience: (E = Essential / D = Desirable)**

- Experience of working in an administration role (E )
- Experience of taking ownership for own case load and the ability to work effectively with legal and regulatory processes (E)
- Experience of working in a team in a busy environment (E )
- Experience of delivering exceptional customer service (E )
- Experience of the property sale conveyancing process (D )
- Evidence of continuing professional development (E)

### **Knowledge: (E = Essential / D = Desirable)**

- Working knowledge of MS office and outlook (E)
- Strong organisational and administrative skills (E)
- Working knowledge of housing systems (D )
- Understanding of sales processes (D )
- Awareness of tenure types shared ownership and rent to buy (D)

### **Skills: (E = Essential / D = Desirable)**

- Excellent communication skills both written and verbal (E )
- Customer focused and provide excellent customer service (E)
- Attention to detail and accuracy (E)
- Ability to manage a high and varied workload (E )
- Understanding and experience of reading and interpreting legal documentation eg leases and / or transfers (D)
- Ability to co-ordinate multiple processes simultaneously (E )
- Effective liaison with both internal and external customers (E )
- Ability to collect, interpret and present complex information from a range of sources (E)

### Personal Attributes: (E = Essential / D = Desirable)

- Always supports and demonstrates organisational values (E )
- Develops and sustains effective working relationships (E )
- Demonstrates drive, determination and self motivation (E )
- Flexible to the needs of the business and customers (E )
- Able to work on own initiative (E )
- Demonstrates positivity and resilience (E )
- Critically self evaluate any outputs to deliver a right first- time service (E )

### Our Values:

- **Caring:** We care about people and achieving results
- **Responsive:** We put our customers first, giving great service and doing what matters most to them
- **Passionate:** We take pride in what we do and always strive to do better.
- **Inclusive:** We work together and value each other
- **Dynamic:** We have a positive, solution-oriented attitude
- **Honest:** We have high ethical values, standards and strong governance.

**INVESTORS IN PEOPLE®**  
We invest in people Gold

**INVESTORS IN PEOPLE®**  
We invest in wellbeing Gold



WISH  
THE NETWORK FOR WOMEN  
WORKING IN SOCIAL HOUSING

