

**Job title:** Homeowner Services Assistance

**Line manager:** Homeowner Services Approvals Manager

**Grade (if applicable):** na

**Direct reports:** na



## Role purpose:

Process requests from residents for Resales, Staircasing, Right to Buy/ Acquire, Remortgaging, Registering Improvements, Sub-letting, Assignments, Lease Extensions, Equity Loan Redemptions and similar matters.

## Key results:

One of our core priorities across all parts of the business is delivering an excellent experience every time to every customer, internal and external. Our values are: deliver on promises; give respect; be accountable; show kindness. You will make them a central part of your work at Catalyst.

As a Homeowner Services Assistant, you will be reporting to either Resales and Staircasing Manager or Homeowner Services Approval Manager, offering support in delivering one of our core priorities across all parts of the business, which is excellent experience every time to every customer, internal and external.

## Success metrics:

- Deliver exceptional customer service by provide information and advice on Catalyst's Homeowner services.
- Process equity loan redemption requests including My Choice Homebuy), checking valuation against original loan and prepare offers to residents for approval.
- Instruct solicitors when appropriate and ensure details of completions are properly notified.
- Process requests for services to residents including collecting fees on time and in accordance to Catalyst's SLAs.
- Process cases for, Resales, Right to Buy/Acquire, re-mortgaging, registering improvements, sub-letting, assignments, lease extensions, Equity Loans and similar matters where approval is required
- Check, verify and record details to protect the equity of CHL when administering any homeowner property transaction for example resales, staircasing, remortgaging, Equity Loan Redemptions and other product or process.
- Provide routine reports and feedback on a regular basis for customers seeking to buy/ sell their Catalyst property, including other general administration where required whilst supporting Catalyst's Social media presence.
- Produce advertisements to market specific properties, whilst confirming that website marketing and other sales mediums are current, accurate, up to date, and meet current Consumer Protection legislation
  - Assist with organising and attending viewings/ events/open days/surgeries and conferences including production and distribution of marketing material when required
  - Participate as a member of the Homeowner Services Team, understanding and improving the impact of satisfaction on the organisational objectives.
  - Interact with other parts of the organisation principally Customer Services, Customer Contact Centre and Business Development, Marketing and Repairs
  - Deliver the Customer Experience Service Styles and behaviours in all aspects of the role, to support Catalyst's objectives.
  - Collaborate with external contacts primarily with service users, legal representatives and valuers, ensuring that the Group's reputation is maintained

**Version Date:**

**Signed off by:**

## About you:

### You will be:

- Totally committed to delivering excellent customer experience – you will embody and champion our values whilst fulfilling our service promises every day in the way you deal with customers and colleagues.
- Able to work collaboratively with all parts of the business, knowing when to support, and when to push back and hold the line.
- Demonstrate a strong commitment to the principles of equality, diversity and inclusion.
- Demonstrate understanding of the regulatory environment relating to the redemption of equity loans, resales and an understanding of lease terms giving rise to approvals.
- Able to work collaboratively within a larger section/ department across service areas.
- Able to work in a rapid changing environment and to respond to changing customer needs.
- Able to carry out functions in a cost effective, sensitive, compliant, responsive and transparent way.
- Personable, pro-active, professional and able to demonstrate full commitment to exceptional customer care and service in all activities.

### You will have:

- Good level of literacy, communication and numeracy skill using IT systems.
- Excellent administration, organisational planning and prioritising skills

Version Date:

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