



## Job description

**Job Title:** Home Ownership Assistant

**Responsible to:** Home Ownership Manager

**Purpose of Post:**

- To work with and support the Home Ownership Manager in responding to all incoming enquiries from shared owners, leaseholders and freeholders including resales, lease extensions and income recovery.
  - To work with colleagues in other departments, with the aim of providing a first-class service to both internal and external customers.
- 

**The key areas of responsibility are:**

1. Act as a first point of contact for all enquiries, escalating appropriate cases to the Home Ownership Manager.
2. Respond to all incoming communication in a timely and customer-focused manner.
3. Provide resale management packs (LP1) and any additional information required. Monitor all sales to ensure records remain up to date.
4. Maintain all records and progress resales, lease extensions and any other transactions to ensure our systems remain up to date and customers receive timely responses.
5. Receipt Notices of Transfer and send out welcome letters to new customers.
6. Liaise with Hastoe's solicitors and management companies to aid in the administration of the ground rent portfolio.
7. Be responsible for shared ownership and freehold arrears recovery.
8. Set up/amend direct debits as required.
9. Support the Home Ownership Manager in improving customer satisfaction.
10. To provide adequate cover arrangements for the Home Ownership Manager when they are away from the office.



Normal office hours will apply to this post, except on occasions when some additional hours may be necessary for operational reasons.

**Organisational responsibilities:**

1. Uphold and be a champion for the Hastoe Group Purpose, Vision and Values.
2. Act at all times within the Hastoe Group's Policies, Procedures, Standing Orders and Financial & System Regulations.
3. Participate in agreed internal and external training and events.
4. Carry out other duties as may be reasonably assigned from time to time.

This job description is an accurate reflection of the duties of the post at the time of writing but may be changed from time to time to meet the changing requirements of Hastoe.

## Person specification

| <b>Attributes</b>             | <b>Essential</b>   | <b>Desirable</b>  |
|-------------------------------|--|---|
| <b>Education and Training</b> | <ul style="list-style-type: none"><li>• GCSE English and Mathematics.</li></ul>  |   |
| <b>Skills and Experience</b>  | <ul style="list-style-type: none"><li>• Ability to communicate with a range of people, in person, in writing, email or by telephone.</li><li>• Experience of using Microsoft Office, specifically Excel &amp; Word.</li><li>• Ability to work as part of a team.</li><li>• Experience of administrative systems.</li></ul> | <ul style="list-style-type: none"><li>• Experience of reading leases and leasehold management.</li><li>• Customer service experience.</li></ul> |



|                            |  |  |
|----------------------------|--|--|
| <b>Personal Attributes</b> | <ul style="list-style-type: none"><li>• Ability to work to deadlines.</li><li>• Accurate with good attention to detail.</li><li>• Professional approach to work</li><li>• Ability to learn new skills.</li><li>• Customer focused.</li><li>• Committed to the aims and objectives of Hastoe.</li></ul> |  |
| <b>Other</b>               | <ul style="list-style-type: none"><li>• Able to travel occasionally to other Hastoe locations as required.</li></ul>   |  |