



Job Description

Job Title: Home Ownership Manager

Responsible to: Housing Director

Responsible for: Home Ownership Officer, Home Ownership Assistant

Purpose of the post:

- You will lead a team responsible for managing shared ownership, leasehold and freehold properties. This role requires expertise in residential leases, particularly shared ownership leases, to ensure compliance, customer satisfaction and financial sustainability.
- You will deliver an effective service to leaseholders, shared owners and freeholders, while overseeing processes such as section 20 consultation, lease compliance, income collection and lease extension processes.

Key areas of responsibility:

Team Leadership & People Management:

1. Manage and develop a team comprising a home ownership officer and administrator, including setting objectives, providing support and conducting performance reviews.
2. Foster a collaborative and customer-focused team culture.
3. Lead on recruitment, training and staff development to ensure high-quality service delivery.

Leasehold & Shared Ownership Management:

4. Oversee the management of shared ownership, leasehold and freehold portfolios.
5. Ensure compliance with relevant legislation, leases, and company policies.
6. Manage queries related to lease obligations, including alterations, assignments, and subletting.



7. Ensure accurate administration of shared ownership staircasing, lease extensions and enfranchisements of properties and blocks
8. Monitor arrears and lead recovery processes, ensuring effective communication with residents.
9. Work with the finance team to prepare service charge budgets and actuals, ensuring charges reflect actual costs incurred and lease terms.

Customer Service & Stakeholder Engagement:

10. Act as the point of escalation for complex queries from leaseholders, shared owners and freeholders.
11. Deliver high levels of customer satisfaction by ensuring prompt and effective resolution of customer concerns.
12. Liaise with external stakeholders such as solicitors, surveyors, managing agents and developers.

Policy & Compliance

13. Ensure that the organisation remains compliant with the Landlord and Tenant Act, Section 20 legislation, and other legal frameworks governing shared ownership and leasehold management.
14. Keep up to date with changes in housing law and best practices.
15. Develop and implement policies and procedures to ensure effective management of home ownership services.

Reporting & Performance Monitoring

16. Provide regular reports on service performance, including KPIs on service charges, arrears, and customer satisfaction.
17. Ensure robust data management and reporting systems are in place.
18. Monitor compliance with all leasehold and shared ownership agreements.

**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 will be changed from time to time to meet the changing requirements of the Group.



Person Specification

Attributes	Essential	Desirable
Education and Training	<ul style="list-style-type: none">• Relevant degree or professional qualification in housing, property management, or a related field (e.g., CIH or IRPM membership).	
Skills, knowledge and Experience	<ul style="list-style-type: none">• A strong understanding of the Landlord and Tenant Act, shared ownership leases and other residential leasehold laws.• Proven experience in managing leasehold and shared ownership portfolios within a housing association or registered provider setting.• Demonstrable experience in leading and managing a team, with a strong emphasis on customer service and people management.• Excellent communication skills, with the ability to engage with a wide range of stakeholders, including residents, external partners and internal teams.• Strong financial acumen, with experience in managing service charges and leaseholder accounts.• IT literate with experience using housing management systems and databases.	
Personal Attributes	<ul style="list-style-type: none">• Customer-focused with a strong commitment to delivering excellent service.• Highly organised and able to manage competing priorities.• Strong leadership qualities, including the ability to motivate and develop a team.• Solution-oriented with a proactive approach to problem-solving.• A strong attention to detail and ability to work under pressure.	