

JOB DESCRIPTION

JOB TITLE:	Homeownership Services Officer
LOCATION:	Newlon House, 4 Daneland Walk, London N17
ANNUAL SALARY:	£43,082 per annum plus eligibility to participate in the performance related bonus
REPORTING TO:	Head of Homeownership Services

MAIN OBJECTIVES

To deliver an efficient and effective service to Newlon's residents working within Newlon's policies and procedures; relevant legislation and best practice, at all times. To provide a highly proactive and customer-focused resale and staircasing service including dealing with all leasehold/solicitors enquiries, remortgages, probate enquiries, freehold/leasehold disposals, lease extensions/ variations, Right to Acquire/Buy and repossessions/forfeitures in line with the group's policies and procedures. To manage the process of ensuring Newlon meets its obligations in respect of compliance and certification for its tall and higher risk buildings including freeholder/superior headlease blocks under the Building Safety Act (Leaseholder Protections)

	Key Tasks, Responsibilities and Objectives	Performance Standards and Outcomes
1	Manage day to day functions of homeownership services and transactions – Resales and Staircasing, remortgage applications To initiate the marketing of these products to the relevant client group Liaise effectively with solicitors, surveyors, estate agents, lenders, managing agents and other agencies involved in property transactions	• Review applicants in line with Group's policy and following all relevant guidelines including obtaining references where relevant • Day to day liaison with vendors and purchasers to ensure resales reservations are secured at the earliest opportunity. • Monitor all relevant inboxes and maintain regular liaison with vendors and purchasers • Respond to management packs/solicitors/LPE1 enquiries within the required time frame. • Monitor staircasing/resales progress and adherence to target conveyancing times ensuring exchanges and completions are achieved in the minimum time possible • Ensure the signing, sealing and completion of all legal conveyance documentation on all relevant products within set timescales. • Awareness of current property market and conduct market research and regularly check competitors websites and literature • Attend launch events and Affordable Home Shows • Keep abreast of housing legislation change Prepare and ensure all information for each property is accurate for each transaction allowing instant access to information on Share Point, Cx, Dynamics systems • Support the Head of Homeownership Services and Senior Homeownership Officer on all transactions and related activities. • Deliver excellent customer service in line with legislative and organisational objectives. • Ensure security and confidentiality of all data in line with the Groups Data Protection Policy • Keep Newlon's sales website, Share to Buy, Homes for Londoners and any other relevant London websites up to date

	Key Tasks, Responsibilities and Objectives	Performance Standards and Outcomes
2	Manage and deal with all lease extension enquiries, applications and process transactions to completion. Deal with all various leasehold matters.	• Review all statutory notices in line with Leasehold Reform Acts • Deal with shared owners and leaseholders enquiries ensuring compliance with relevant legal requirements • Maintain good communication with solicitors, surveyors/valuers and leaseholders • Ensure compliance with Newlon Group's policies and procedures • Progress transactions within set timescales to ensure no financial loss • Progress all transactions ensuring all files are kept up to date, scanned and uploaded on SharePoint and Dynamics • Escalate complex applications and headlease issues to the Senior or Head of Homeownership Services
3	Manage and process all applications for Right to Buy, Right to Acquire, and any replacement products. Manage all applications for reposessions. Deal sensitively with customers whilst assembling relevant information for TET approval.	• Manage Right to Buy and Right to Acquire applications within the agreed legal timeframes • Review and assess applicants in line with the Group's policy following statutory guidelines • Respond to enquiries and applications within prescribed timescales • Maintain accurate records and filing systems • Ensure sensitive information is maintained confidentially in line with the group's Data Protection policy • To ensure financial loss to the Group is minimal on relevant transactions • Coordinate and liaise with agencies such as, solicitors, surveyors/valuers, financial advisers within prescribed timescales • All administrative records and information processed promptly and accurately within agreed time scales. • Progress all transactions ensuring all files are kept up to date, scanned and uploaded on SharePoint and Dynamics • Ensure all post completion documents are received and saved accurately. • Ensure accounts for reverted properties are closed accordingly advising al relevant departments.

4	Process requests for Landlord Certificates in compliance with Leaseholder Protections under the building safety act for all Newlon identified high risk buildings within the scope of the Building Safety Act Process the Leaseholder Deed of Certificate on behalf of Newlon for all superior headlease/managing agents high-risk buildings within the scope of the Building Safety Act.	• Process receipt of leaseholder deed of certificate applications in line with Building Safety Act – Leaseholder Protections following guidelines • Liaise with other departments in dealing with solicitors' enquiries. • Ensure shared owners and leaseholders meet all qualifying criteria for leaseholder protections in line with current legislative requirements. • Administer the issue of Landlord Certificates on Newlon high risk buildings within the scope of the Building Safety Act. • Process and issue Leaseholder Deed of Certificate on Newlon headleases. • Liaise with Senior Homeownership Officer to review documents Freeholders/Managing agents to ensure Landlord Certificate is valid and contain accurate information to progress transactions. • Ensure accurate records and documents are received and issued to mitigate risks to the organisation. • Ensure all applications for Landlord Certificates are processed within statutory and contractual timeframe. • Work closely with colleagues in Property Services – Building Safety/Special projects for the delivery of Building Safety Act • Ensure solicitors and mortgage lenders are provided with relevant information and documentation about building safety. • Escalate complex applications and headlease issues to the Head of Homeownership Services • Adhere to data protection policy with regards to documentations received from residents.
5	To deal with all Probate, Repossession and Transfers of Equity in accordance with the requirements under the lease	• Review and process applications in line with the group's Data Protection policy • Deal with all applications sensitively assembling relevant information and escalating any issues to senior officers • Respond to management enquiries within prescribed timescales and in accordance with the requirements of the lease • Review financial assessments for mortgage purposes • Communicate clearly and effectively with external agencies throughout each transaction • Deal with all Land Registry enquiries • Deal with all Certificates of Compliance requests for Land Registry purposes

6	To contribute to maintaining an effective work-place including liaising with all relevant departments	• Liaise with colleagues in Housing Services, Property Services, Finance, Income & Investigations, Service charge Teams on completion of any relevant transaction • Process invoice payments to suppliers within required timescales • Maintain good internal working relationships • All aspects of corporate policies, such as Health and Safety, Diversity, Sustainability and Data Protection adhered to • Newlon values of customer service (responding to requests being clear and checking you got it right) applied to internal and external customers • Objectives of reliability, consistency, speed, solving problems, taking ownership and customer focus and awareness built into all activities • Collaboration across teams actively promoted at all times • Carry out all obligations relevant to your role
---	---	--

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time including managing related legislative matters which are broadly consistent with those in this document.