

Homeownership Services Officer - Person Specification

What are we looking for?		How will we check if you have it?
Experience	Experience and working knowledge in leasehold/freehold transactions residential conveyancing in leasehold / freehold transactions - resales, staircasing, lease extensions, Right to Buy, Right to Acquire gained through experience of either working in a housing association, local authority or similar.	Application form, Interview and Test
	- Experience and knowledge of property transactions and understanding of A variety of home ownership products. - Experience and knowledge of current housing-related legislation relevant to area of work, e.g. Building Safety, Leasehold Reform, Landlord and Tenant Act. Consumer code etc	Application form, Interview and Test

What are we looking for?		How will we check if you have it?
Knowledge and Skills	• Excellent numeracy and IT skills • A proven track record of providing customer service to a range of customers in a housing environment	Application form, Interview and Test
	• Knowledge of standards and statutory requirements relating to property transactions • Experience of engaging with diverse customers/residents • Ability to read and interpret leases and service level agreements • Understanding of the aspirations of residents/customers and be committed to meeting these wherever possible	Application form, Interview and Test
	• Excellent oral and written communications and accurate writing skills • Ability to work under pressure and to meet set deadlines • Ability to plan, organise and prioritise • Maintain accurate records and information • Understand diversity issues and provide appropriate service • Awareness of housing market and trends • Excellent interpersonal skills and ability to work collaboratively with stakeholders and colleagues	Application form, Interview and Test

What are we looking for?		How will we check if you have it?
Core Competencies	• Judgement and decision making – you draw on experience and knowledge to make sound decisions and resolve problems	Application form, Interview and Test
	• Liaising and networking – build constructive relationships with others both inside and outside the organisation to improve knowledge, share information and ensure effective business practices	Application form, Interview, Test
	• Planning and organising – Proven ability to manage a large and varied workload, meeting performance targets and deadlines under pressure	Application form, Interview and Test
	• Working with others – you develop good working relationships with team members and other colleagues in the organisation	Application form and Interview
	• Communication – Communicates in a clear and understandable way, coming across to others as positive and approachable.	Application form, Interview and Test
	• Achieving results and quality focus – you solve problems and actively look for ways to improve effectiveness and efficiency	Interview and Test
	• Influencing and negotiation – you participate fully in meetings and are confident in putting forward your views in your areas of expertise	Application form and Interview
	• Financial and numeric awareness – Excellent attention to detail, you accurately enter and compile numerical data and monitor expenditure	Application form and Test
	• Customer focus – you are able to identify and meet the needs of external and internal customers and are able to deal with customers in a respectful and supportive way	Application form and Interview