

JOB DESCRIPTION

JOB TITLE:	Homeownership Services Administrator
LOCATION:	Newlon House, 4 Daneland Walk, Tottenham N17 9FE
ANNUAL SALARY:	£34,975 per annum plus opportunity to earn up to 5% performance related bonus
REPORTING TO:	Head of Homeownership Services

MAIN OBJECTIVES

Responsible for carrying out a range of administrative duties to support the homeownership services team.

The post holder is expected to take ownership and responsibility for all issues under their control and prioritise workloads to deliver quick solutions to our customers if they encounter service failure. They will work collaboratively across teams and departments to deliver the highest standards of service to our residents. The post holder will also be responsible for sending out letters, updating Dynamics cases, monitoring all work emails, making and taking phone calls, uploading documents and serving meetings relating to all homeownership matters. In addition, you may be required to handle customer enquiries that relate to these areas of work.

SPECIFIC TASKS AND RESPONSIBILITIES

Key Tasks and Responsibilities		Performance Standards and Outcomes
1.	To provide administrative assistance and support in the management of leasehold transactions. Assist with maintaining accurate records of all transactions.	• To provide excellent customer service throughout all leasehold sales progression activities via all mediums of communication. • Monitor all leasehold sales/enquiries inboxes and deal with correspondence daily, specialist queries recognised and passed on to the Senior/Homeownership Officers promptly. • To assist with the day to day function of leasehold sales transactions- resales, staircasing, lease extension, RTB/RTA, remortgage, transfer of equity, reposessions, probate processes, dealing with initial enquiries and sending out application info. • Assist with preparing resales marketing brochures for uploading to relevant websites • assist with the preparation of legal documentation to solicitors– certificate and consent requests, preparing leasehold packs, resales information for website and admin tasks • Prepare the signing, sealing of all legal conveyance documentation on all leasehold Sales transactions within set timescales. • To assist the Head of Homeownership Services in ad-hoc projects as and when required. • Provide administrative support to the team achieving target times • To manage all incoming and outgoing posts • Ensure emails are linked to property addresses to ensure timely response.
2.	To update and maintain Leasehold transactions spreadsheets and data with new and ongoing Applications.	• Create and maintain both hard copy and electronic up-to-date files for each transaction on hard drive, Share Point, Cx, Dynamics systems. • All admin task- filing, scanning, printing of all legal conveyance documentation on all leasehold Sales transactions. • To process scanning, archiving and saving electronic and hardcopy filing of transactions ensuring information is up to date and in chronological order. • To update and maintain applications and cases on Dynamics ensuring information is up to date • To liaise with Housing Services, Asset Management, Finance, Income & Investigations and with colleagues within Homes and Investment when required • All completed sales files uploaded into SharePoint (or subsequent systems) at the end of the process. • Lead on closing cases on Dynamics and archiving all completed transaction sales files.

3	To assist with the onboarding of new shared owners and leaseholders	• Prepare work letters and emails to all parties • Process sign ups and pending tenancies in a timely manner • Process all legal notices and respond to notice enquiries • Updating Dynamics on completions of transactions • To process, prepare and send out completion packs. • Close liaison with Income and Finance colleagues to ensure rent and service charge apportionments are entered accurately. • All information entered onto systems accurately.
4	To liaise effectively with managing agents, surveyors, solicitors, estate agents, lenders and other agencies	• Ensure valuations and surveys are booked and reports received in a timely manner. • Building and maintaining strong relationships with our framework and panel solicitors • Building and maintaining positive relationships with financial advisors , surveyors, and other related third parties • Sending payment links and processing payments in a timely manner in line with relevant policy. • All invoices processed accurately and in time to meet weekly cut-off time for payments
5	To participate in all Sales activities and events as required	• Participate in an active and constructive manner in team meetings and other events. • Assist the Sales Team to organise and attend launch events on evenings and weekends as necessary including attending Affordable Home Shows. • Ensure behaviour reflects Newlon's brand and approach to equality, diversity, and inclusion opportunities.
6	To contribute to maintaining an effective work-place and running of the Homeownership services	• To ensure sensitive information is maintained confidentially in line with the group's Data Protection policy. • Ensure all correspondence saved to relevant folders, case and systems • Ensure accurate information are kept and maintained. • Keep Newlon's sales website, Share to Buy, Homes for Londoners and any other relevant London websites up to date. • Newlon's values of customer service (responding to requests being clear and checking you got it right) applied to internal and external customers. • Ensure that urgent matters are escalated to senior colleagues for action • Collaboration across teams actively promoted at all time
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 which are broadly consistent with those in this document.		