

bpha ROLE PROFILE



JOB TITLE:	Home Ownership Coordinator
REPORTS TO:	Home Ownership Manager
POSITION LEVEL:	D
JOB PURPOSE & ACCOUNTABILITIES:	<ul style="list-style-type: none">• Coordinating end-to-end case management of all secondary shared ownership transactions, resales, staircasing, lease extensions, remortgages, further borrowing and transfer of ownership.• Responsible for assessing, approving or rejecting Right to Buy, Right to Acquire and Right to Shared Ownership applications and progressing transactions through to completion ensuring compliance with regulation and legislation.• Calculating Equity Loan Redemptions in accordance with loan agreements and actioning equity loan redemptions.• Receiving and responding to legal enquiries for all transactions including leasehold and freehold sales, providing LPE1s and supporting with enquiries in accordance with the Building Safety Act.• Ensuring activities are carried out within regulatory and legislative guidelines.• Processing asset disposals, deeds of variation, downward staircasing, certificates of compliance and Landlord Certificates.• To deliver a timely and exceptional customer experience for purchasers, vendors and our current homeowners. Progressing sales as efficiently and proactively through to exchange and completion to generate income. Ensuring customers receive appropriate information to comply with their rights and obligations set out within their lease.

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KEY RESULT AREAS	MEASURES OF SUCCESS
Coordinating shared ownership resales, including extra care from enquiry to completion, ensuring properties are marketed and sold to applicants eligible for shared ownership homes in accordance with Homes England Guidelines.	Successful exchange of contracts and completion on dates agreed. Customer Satisfaction Achieving KPIs
Assessing applications to staircase and progressing transactions through to completion, ensuring compliance with the shared ownership lease and Homes England guidelines and maximising surplus.	Achieving Budget, accurate forecasting Customer Satisfaction Achieving KPIs
Managing Lease Extension requests end-to-end, retaining shared ownership availability for eligible purchasers, facilitating shared ownership resales.	Customer Satisfaction Achieving KPIs
Deal with all RTB, RTA and RTSO enquiries, assessing and processing all applications through to completion within all legislative timescales.	Legislation Compliance Successful exchange of contracts and completion on dates agreed.
Facilitate the redemption process for all equity loans. Ensuring that all legal paperwork is accurate and executed correctly and released on receipt of all appropriate fees.	Customer redemption processes are dealt with in a timely manner.
Manage other legal transactions for leaseholder, freeholders, shared owners and equity loan holders such as re-mortgages and the transfer of equity.	Responses within business standard 2 working days.
Leases are kept consistent when changes are made by Deed of Variation and that changes are only made where necessary.	Deeds of Variation are managed to keep leases consistent. Accurate record keeping
To gain and maintain high levels of customer satisfaction in all areas of the sales process by dealing efficiently with telephone, email and postal enquiries from customers and stakeholders. Keeping CRM up to date,	Customer Satisfaction CRM is up to date with accurate information providing a seamless customer experience.

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ensuring customer data and retention is GDPR compliant and enables accurate reporting.	
Good understanding ensuring that policies and procedures are followed, ensuring adherence to current legislation and regulation.	No non-compliance or regulatory issues, policies and procedures requirements are met.
To feedback performance and progress against targets and objectives to the management team.	Feedback is given. Completion of development plans. Achieving Targets and Objectives
Work co-operatively within the team to support the implementation of wider sales activities to ensure that team targets are met; being flexible and proactive to requests for support.	Team targets are met. Demonstrating flexible working
Work collaboratively with all Home Ownership Co-ordinators and Home Ownership Assistant in times of absence or high workloads.	Demonstrating flexible working across the team.
Offer new ideas and ways of working to improve customer service and for the team to meet and exceed its targets and key performance indicators.	Proactively suggesting ideas to improve customer experience.
To buddy up with, assisting with the coaching and training of new starters within the Home Ownership team and any wider team roles as directed by your line Manager.	New starters are assisted proactively.
Undertake any other duties reasonably required in line with the level of responsibility of the post and in order to meet the changing needs of the Organisation.	Other duties undertaken and completed within requirements.

PERSON REQUIREMENTS – state if ESSENTIAL (E) or DESIRABLE (D):

Key Skills and Attributes

- High degree of IT literacy in Microsoft Excel, Word, Power Point and Outlook (E)
- Strong and accurate written skills (E)
- Able to manage a high and varied workload working on various sales transactions at any one time (E)
- Clarifies customers' needs to ensure service delivered matches service and customer expectations (E)
- Excellent team player with robust communication skills (E)
- Able to work co-operatively and collaboratively with colleagues and present in a professional manner always (E)
- An enthusiastic individual who demonstrates a 'can-do' attitude and is committed to producing quality work. (E)
- Able to work in a busy, fast moving sales environment with the ability to prioritise work at busy times. (E)

Knowledge and Experience

- Strong administration skills. (E)
- Experience of shared ownership resales, staircasing transactions, equity loan redemptions, lease extensions, Right to Buy/Acquire (D)
- Experience of working in a busy and demanding customer focussed environment. (E)
- Experience and understanding of the new build and residential conveyance process (E)
- Proven knowledge and understanding of Shared Ownership (D)
- Knowledge of intermediate housing market (D)
- Experience in lease and tenancy management in a multi tenure housing setting (D)
- Knowledge and understanding of lease agreements, legal charges and related legislation in Affordable Housing (D)

Qualifications or training required (or appropriate demonstrable experience)

- GCSE or equivalent qualification A to C in English and Maths. (E)

VALUES AND BEHAVIOURS:

We take responsibility



We are better together



We show empathy



We are ambitious

We take responsibility

- We always do what we say, when we say we will
- We are accountable for what we do and sometimes, what we don't do
- We do the right thing not the easy thing

We are better together

- We are one bpha, committed to our shared goals and standards
- We achieve more with others, inside and outside bpha
- We value and draw strength from our diversity and differences

We show empathy

- We respect every colleague and customer
- We listen and make sure we understand
- We are considerate to each other and protect our environment

We are ambitious

- We learn, and with our customers find better ways
- We will make a positive difference for more people
- We are committed to excellence and being the best we can be

Special Requirements if appropriate for role:

Role profiles are a snapshot of requirements at the time of writing; content may change from time to time to ensure that roles continue to meet the changing needs of the business. Role profiles are reviewed yearly.

DATE LAST REVIEWED: