

# Resales and Legal Manager

## Home Ownership

Overview	
<b>Role Purpose</b>	Responsible for the provision of Resales, staircasing and leasehold legal administrative functions (lease extensions, collective enfranchisement etc.) in a compliant and customer friendly manner and in line with budget targets and the Home Ownership business plan
<b>Responsible for</b>	<ul style="list-style-type: none"> <li>• Resales</li> <li>• Staircasing</li> <li>• Legal administration and leaseholder account set-up</li> <li>• RTB/RTA</li> </ul>
<b>Reports to</b>	Head of Business Support
<b>Line management</b>	<ul style="list-style-type: none"> <li>• Resales and Legal Advisors</li> <li>• Resales and Legal Officers</li> </ul>
<b>Date</b>	August 2018

Role relationships	
Internal	Executive Board and Governance Committees Group Director of Commercial Services Broader Home Ownership directorate Development, Sales and Marketing, Finance and BID directorates
External	Customers Solicitors Auditors Regulator G15 colleagues

Role accountabilities	
<b>Leadership</b>	
<ul style="list-style-type: none"> <li>• As a member of the Business Support management team you will help develop a trusting and collaborative culture that aligns with NHG purpose, mission and values.</li> <li>• Provide strong and effective leadership to implement and manage agreed plans aligned with NHG's values to ensure the best possible results.</li> <li>• Report to the Head of Business Support (and Director of Home Ownership as needed) on all aspects of business activities within relevant remit (plans, budgets, outcomes, risks).</li> <li>• Effectively promote collaborative approaches to engage reporting team(s) to work successfully to deliver high quality services with cost-effective outcomes.</li> <li>• Establish and maintain a culture of service improvement, supporting staff to deliver</li> </ul>	

## Role accountabilities

- change projects to meet developing and evolving customer needs.
- Provide relevant senior level advice and guidance as required.
- Lead, manage and support your team in line with NHG's management behaviours in order to get the best out of your staff.
- Represent NHG externally; develop and maintain NHG's reputation as appropriate and build effective relationships with relevant stakeholders.
- Ensure you and your teams follow the financial regulations, policies and procedures at NHG.
- Ensure that you and your teams follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

## Integration

- Lead a significant integration and change management project for the Resales and legal administration functions at NHG in line with the plan for Home Ownership developed by the Director of Home Ownership
- Review the current legacy policies and processes related to Resales and legal administration functions and implement agreed changes.

## Home Ownership

- Agree resales targets for the team and ensure they are met while maintaining (and improving) high standards of customer service. Manage external suppliers to aid delivery where necessary
- Ensure resale properties/leads are proactively and methodically marketed/followed-up, to ensure buyers are found quickly and properties can remain available for Shared Ownership where possible.
- Manage the resales allocation process to ensure that each sale meets the necessary borough, s106 and regulatory requirements
- Manage staircasing transactions to ensure business plan targets are met and high levels of customer satisfaction are achieved
- Manage leasehold legal admin functions (lease extension, collective enfranchisement etc.) to ensure business requirements are met and high levels of customer satisfaction are achieved
- To work with the Head of Business Support to drive ways income can be generated across the Home Ownership business. As part of this, to identify and implement a strategy for safeguarding NHG's interest with regards to lease extensions. This includes where NHG are the freeholder and where NHG hold a head lease to a superior landlord.
- Responsible for the accurate and timely set up and closing of all leaseholder accounts. Responsible for account amendments in relation to team processes – i.e. staircasing and leaseholder equity level – and gatekeeper for leasehold management teams
- Responsible for the accurate recording of data in relation to resales, staircasing and legal administrative activity on appropriate systems
- Ensure team policies and processes are robust and compliant with all legal and regulatory standards
- Ensure escalated complaints are dealt with in a timely and customer friendly manner and appropriate service recovery actions are taken
- Build, manage and maintain relationships with necessary internal and external stakeholders to further team and NHG objectives

## Role accountabilities

- Support the effective management of other low cost home ownership products (historic or new) as necessary and determined by the Director of Home Ownership. This includes equity loan products such as Homebuy and Firstbuy.
- Support the implementation of policies and procedures that lead to the effective collection of ground rent in both legacy organisations.
- Coordinate and deliver special projects as required.

## Commercial Services

- Represent the Commercial Services Directorate at cross-departmental meetings
- Deputise for the Head of Business Support.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

## How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

Role behaviours	
Customer focus	<ul style="list-style-type: none"> <li>• Commit to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity always.</li> <li>• Commercial awareness / VFM in everything people do</li> <li>• Monitor and analyse customer data and take appropriate action to ensure compliance with standards</li> <li>• Scan best practice to develop strategies to improve customer satisfaction</li> <li>• Maintain sector and specialist knowledge and awareness of best practice to drive excellence</li> </ul>
Accountability and delivery	<ul style="list-style-type: none"> <li>• Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions.</li> <li>• Highlight when strategic goals and objectives are at risk and provide options to reduce the risk</li> <li>• Identify creative solutions to complex problems and present carefully considered and appraised options</li> <li>• Tackle difficult situations with skill and generate appropriate solutions to complex problems for yourself, and others</li> <li>• Anticipate risks and forecast future performance and take remedial action as required</li> </ul>
Service improvement	<ul style="list-style-type: none"> <li>• Approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues.</li> <li>• Actively seeks feedback from customers to improve services</li> <li>• Resolve escalated complaints and implement lessons learned</li> <li>• Develop a culture of continuous improvement in customer service to achieve excellence</li> </ul>
Communication and inclusion	<ul style="list-style-type: none"> <li>• Communicate clearly and openly, including all and celebrating differences, listening and responding positively to others.</li> <li>• Appropriately consider the needs and concerns of others</li> <li>• Deliver difficult messages clearly and effectively, with respect and sensitivity.</li> </ul>
Management (delete if not needed)	<ul style="list-style-type: none"> <li>• Lead by example and with empathy, ensuring your team deliver on their promises; getting the best from your staff by offering them appropriate support, guidance, and development.</li> <li>• Create a working environment that empowers and supports others to take responsibility</li> <li>• Communicate corporate and department goals, interpreting the implications and delivery requirements for others, ensuring they</li> </ul>

	<p>understand how their role contributes to the “big picture”</p> <ul style="list-style-type: none"> <li>• Involve the team in decision making to gain commitment</li> <li>• Celebrate success</li> </ul>
<p>As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate.</p>	

Essential knowledge, experience and skills	
<p>Professional expertise (know how &amp; experience)</p>	<ul style="list-style-type: none"> <li>• Thorough understanding and experience of proactively selling Shared Ownership homes</li> <li>• Recent experience of managing a team in sales or customer service environment</li> <li>• Good understanding of the relevant legislation, statutory and regulatory requirements related to Shared Ownership and other low cost home ownership products</li> <li>• A thorough understanding of the leasehold tenure, legal conveyancing and the processes related to the granting and assigning of leasehold titles</li> <li>• Experience of analysing processes and services in order to improve customer satisfaction and increase revenue</li> <li>• Experience of using business intelligence systems or databases to provide accurate management reporting</li> <li>• Experience of successfully managing and completing data analysis and service recovery projects</li> </ul>
<p>Skills</p>	<ul style="list-style-type: none"> <li>• Effective IT skills including ability to learn how to manage new IT systems as they are implemented</li> <li>• Excellent verbal and writing skills</li> </ul>
<p>Qualifications and/or professional membership</p>	<ul style="list-style-type: none"> <li>•</li> </ul>

Role requirements	
<p>DBS</p>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<p>Data and information processing</p>	<ul style="list-style-type: none"> <li>• Information/Data User (all staff)</li> </ul>
<p>Data protection role</p>	<ul style="list-style-type: none"> <li>• Information and Data Administrator</li> </ul>