

<b>ROLE TITLE</b>	Home Ownership Manager	<b>COMPANY</b>	Origin Housing
<b>DEPARTMENT</b>	Housing Services	<b>DIRECTORATE</b>	Operations
<b>RESPONSIBLE TO</b>	Home Ownership Team Manager	<b>RESPONSIBLE FOR</b>	N/A

## ROLE PURPOSE

To be responsible for delivering a proactive, high quality customer focused and efficient home ownership property management service to Origin's home owners, managing all home owner properties and schemes, leading on leasehold issues, maximising income generation through service charges & major works, in compliance with legislative requirements. Working collaboratively with other teams to ensure the delivery of a seamless customer service, providing an exceptional customer experience.

## KEY ACTIVITIES:

- Manage and resolve leasehold and estate management issues for leaseholders, shared owners, DIYSO & Rent to Homebuy customers on mixed tenure estates.
- Ensure that all property management services are consistently delivered to an excellent standard, in order to achieve safe and sustainable communities and high levels of customer satisfaction.
- Act as a central point of contact for homeowners on all queries, providing a 'one stop shop' for customers, liaising with internal departments as necessary to ensure that customer enquiries are dealt with efficiently and within service standards and KPI's.
- Contract Managing Third Party Managing Agents, effectively managing and enforcing management agreements ensuring a flawless service is provided for our customers at these schemes.
- Scrutinise managing agent costs & invoices to ensure services being charged for are accurate; raising any challenges/queries in a proactive and timely manner.
- Regular liaison with the Rents & Service Charge Team to review service charge expenditure against the budgets, picking up on variances and ensuring these are communicated to residents.
- Lead on arranging and attending resident liaison meetings to discuss estimated budgets, actual accounts and any other relevant consultation.
- Work closely with internal departments on upcoming procurement of contracts and planned works, ensuring timely and accurate Section 20 consultation is carried out in line with legislative requirements, including preparation of Section 20 Notices and ensuring all observations are dealt with and responded to in accordance with legislative timescales.
- Build and sustain thriving and cohesive neighbourhoods by effectively managing schemes, providing a high quality property management service, including leading on tackling and resolving anti-social behaviour, working jointly with the Neighbourhood Management Team where required.
- To actively engage with the Development Team, ensuring you are involved in the development process from day one, establishing early design/service principles on new schemes and developing robust management plans for these, and that new schemes are operationally sustainable and meet the needs of our customers. Ensure all customer and estate defects are managed in line with contractually agreed timescales/Defect Liability Period.
- Act as a champion for the customer and drive a resident involvement culture across your schemes,

being proactive with customer engagement (and having a visible presence on schemes), liaising with the Community Development Team and key external stakeholders including the police and safer neighbourhood teams in order to provide a high quality service.

- To ensure that residents are involved, engaged in and satisfied with the services and neighbourhood initiatives; supporting them to shape service delivery; including supporting the local community and other residents groups
- Manage and monitor leases effectively, updating records and identifying/taking action on any breaches. Make appropriate judgements about how to deal with lease breaches to ensure excellent services are delivered in line with Origin policies and procedures.
- Manage and deal with all solicitors enquiries for assignments, re-mortgaging or other purposes, liaising with relevant parties as required, collecting appropriate fees, within deadlines.
- Manage home ownership processes through to completion, including: deeds of covenant, re-mortgaging applications, lease extensions, lease variations, alteration requests, issue of licences, certificates of compliance and permissions to sub-let or underlet, keeping thorough accurate records and maximising income from fees.
- Prepare all cases and represent Origin at Tribunal/Court as required, ensuring any potential financial implications and risks are highlighted to Senior Management.
- Work closely with the Sales Team to ensure a seamless handover of new properties to new residents and a high quality and responsive service is provided on all home ownership enquiries.
- To work in collaboration with the Property Maintenance Team and Estate Services teams, to ensure estates are clean, safe and well maintained.
- Achieve all team and personal targets and objectives, including fire risk actions and PEEPS.
- Market home ownership to those that have tenure choice, maximising the value of our assets to influence sales receipts and staircasing both in terms of volume and greater levels of equity.
- To promote lease sustainment through joint working with the Income Recovery Team, supporting income collection in order to help home owners keep their homes and free of debt.
- To positively network with other agencies, bringing service providers and residents together at a local level to combine effort and resources, share experiences and develop shared approaches to service delivery that are responsive and appropriate to the local area.
- Submit proposals for funding from the neighbourhood improvement funding/spending, and manage cross team projects to deliver sustained improvements in service delivery/economic/social/physical improvements.
- To be an advocate for the neighbourhood, raising the profile of the area with businesses, statutory and voluntary agencies, local authorities and amongst residents themselves.
- Assist/answer complaints/MP/Councillor enquiries within required timescales.
- To maintain/develop all communication for homeowners, including the website, social media, notice boards, articles etc.
- Identify potential improvements to services, policies and systems, and prepare reports for Senior Management as required.
- Take an active role on all new systems and process development and implementation for use in the team, to ensure efficient working and the best outcome for customers.

## GENERAL

- To deputise for the Home Ownership Team Manager as required.
- To carry out any other duties relevant to the role.
- Contribute to effective team working and provide training and appropriate cover for colleagues as required
- To comply with all Origin's policies, procedures, financial regulations and standing orders.
- Support your own development by attending training events and seminars as required
- Comply with the group's health and safety policies
- Comply with the group's Code of Conduct by behaving in a professional manner at all times
- Demonstrate commitment to valuing diversity and upholding the group's Equality and Diversity strategy and policy at all times

<b>KEY REQUIREMENTS</b> <i>The tools to do the role</i>	<b><u>HOW ASSESSED</u></b>  A = Application I = Interview T = Testing
<b>Knowledge/Qualifications:</b> <ul style="list-style-type: none"> <li>• Qualification in housing related/property management field (desirable).</li> <li>• 5 GCSE (Grades A-C including English &amp; Maths) or equivalent qualification and/or relevant experience</li> <li>• Strong knowledge in leasehold management/landlord legislation.</li> <li>• Knowledge in housing/tenant legislation.</li> </ul>	A/I
<b>Experience:</b> <ul style="list-style-type: none"> <li>• Significant experience of working within leasehold property management or a similar property management related field.</li> <li>• Strong understanding and experience of service charge management.</li> <li>• Experience of managing new build properties.</li> <li>• Experience of working with Managing Agents</li> <li>• Experience of delivering excellent customer services</li> <li>• Experience of managing antisocial behaviour</li> <li>• Experience of building and sustaining positive and effective partnerships</li> <li>• Experience of resident involvement and/or community investment work</li> <li>• Handling customer enquiries and problem solving within a high pressured environment.</li> <li>• Experience of negotiation and mediation to achieve a successful outcome</li> </ul>	A/I/T
<b>Technical Skills/Competencies:</b> <ul style="list-style-type: none"> <li>• Excellent numeracy skills and able to prepare financial information accurately.</li> <li>• Awareness of budgeting principals</li> <li>• Proactive approach to understanding customers' needs and taking effective action to deliver excellent services</li> <li>• Able to deal calmly and effectively with challenging situations and people</li> <li>• Able to work using own initiative and judgment with minimal guidance.</li> <li>• Demonstrable results of working across directorates and external organisations to deliver customer focussed outcomes for customers.</li> </ul>	A/I/T

<ul style="list-style-type: none"> <li>• Excellent written communication skills for effective correspondence, report writing and statistical work.</li> <li>• Excellent verbal communication skills including assertiveness, listening, negotiating and influencing skills.</li> <li>• Ability to meet deadlines within a high volume, time critical, highly regulated environment.</li> <li>• Excellent attention to detail.</li> <li>• Experience in the use of housing systems (preferably Orchard)</li> <li>• Experience of identifying, initiating and implementing service improvements.</li> <li>• Commercial awareness and approach</li> </ul>	
<p><b>Other:</b></p> <ul style="list-style-type: none"> <li>• Flexibility of working hours to meet deadlines where appropriate and prepared to attend evening/weekend meetings.</li> <li>• A flexible approach and a willingness to provide cover involving estate and resident home visits, travelling to other offices and mobile working across a wide geographical area.</li> <li>• Ability to respond to occasional out of hours emergencies</li> <li>• Ability to drive and access to a car</li> <li>• Highly self aware, self motivating and committed to your own personal development.</li> <li>• A strong team player, flexible in your approach and open to change.</li> <li>• A positive approach to work and a willingness to take responsibility for own actions.</li> <li>• Practical understanding of equal opportunities issues and commitment to valuing diversity</li> </ul>	A/I
<p><b>Origin Competency Framework</b>  <i>Our behavioural framework that demonstrates what good looks like</i></p>	
<p><b>Our Values</b> <i>are core to who we are and what drives the way we work and are relevant for all</i></p>	
<p><b>Customer Focus</b></p>	<p>We adapt our services to suit our customers. We treat customers as individuals. We work with them to look at how we shape our services to meet their current and future requirements. We are passionate about providing great service</p>
<p><b>Integrity</b></p>	<p>We build honest, open and trusting relationships. Positive and productive relationships with each other and with our customers, partners and stakeholders, enable us to fulfil our purpose. We bring respect, openness, loyalty, compassion and honesty to all that we do. We have courage to have challenging conversations whenever they are needed</p>
<p><b>One Team</b></p>	<p>We are one team with a common purpose. We work to support each other and our partners in achieving our collective goals. We take responsibility for our actions and their impact, strive to learn from all our experiences and change what we need to. We have respect for our work, each other and everyone we engage with</p>
<p><b>Committed</b></p>	<p>We never give up in pursuit of our goals. We focus on getting the job done and always doing our best to achieve that. We don't settle</p>

# ROLE PROFILE

	for anything less
<b>Adding value</b>	We know a strong business supports our social purpose. We do the best we can with the resources we have, delivering value for money, so that we can make the most difference to peoples' lives