



**Yorkshire
Housing**

Yorkshire Housing Role Profile

Job title:	Homeownership Accounts Apprentice	Leader of others:	No
Reports to:	Homeownership Manager	Contract type:	Agile-Homeworking
Business Area:	Homeownership and Commercial Assets	Car Allowance:	No
Budget holder?	No	DBS Required:	No

Job purpose

The Homeownership team deliver a range of services across a growing portfolio of properties for our freeholders, leaseholders and shared owners. This role will work across the team building and developing skills in homeownership services with a focus on homeownership accounts.

You'll learn to manage and respond to day to day queries all things homeownership and build to becoming the go to person for our customers and colleagues about their service charge accounts and rent setting. You'll understand the requirements of section 20 consultation and how this impacts collection of service charges and learn to decipher lease agreements to ensure rent and service charges are set correctly for each scheme.

You will support our Homeownership Account Expert ensuring we set, monitor and reconcile the annual service charge budget for each of our homeownership schemes. Supporting our Experts in all matters relating to homeownership service charges, you will ensure budgets are accurately set, ensuring maximum recovery of all costs for the organisation meeting performance metrics and challenging deadlines along the way.

You'll play a key role in making sure we hold accurate records on our customers, our properties and our cases and you will provide essential support to other team members by ensuring that this data is well managed and processed accurately.

Supporting the Homeownership Accounts Expert in the responsibility of customer communication around homeowner service charges you will provide support to customers and other teams across the business with enquiries that relate to homeownership service charges. With key accountability for increasing customer satisfaction, you will create trusting partnerships with other areas of the business to improve the service charge setting, communication and monitoring.

Key responsibilities

- Attend college and complete online learning as scheduled and complete required assignments for AAT Level 2 Certificate in Accounting, along with any associated tests and assessments.
- Ensuring cases and records are kept up to date including but not limited to: data entry, data management, creating and maintaining accurate customer and property records, keeping detailed audit trails across a variety of systems, producing customer friendly information and documentation including welcome packs, information packs and sending out customer correspondence.
- Working with the team to meet all targets and KPIs, including targets for customer satisfaction and response times, along with financial targets.
- Developing an understanding of the variety of home ownership and affordable homeownership products and how each must be managed and rent, and service charges are accurately set.
- Becoming an expert in your field you'll learn to understand leases, legal documentation, service charge legislation and how to communicate these to customers in a simple, straight forward and inclusive way.
- Supporting the Homeownership Account Expert's responsibility of the process you will review and calculate homeownership service charges, ground rent and Shared Ownership rent in accordance with the lease and other documentation. Including the production of annual service charge estimates, carrying out the annual account reconciliation, serving the relevant formal notices and ensuring housing management systems are accurately updated.
- Supporting customers, you will ensure that any communication they receive around homeownership service charge accounts is clear, accessible and in the YH tone of voice whilst also meeting any legislative requirements.
- Working with and maintaining positive relationships with key stakeholders to ensure consistent approaches are applied throughout the business with regards to managing our homeownership service charges.
- Working alongside the Homeownership Property Expert you will monitor service charge expenditure and ensure that services are delivered in line with budget constraints, ensuring our customers are regularly updated on income and expenditure.
- Supporting the Homeownership Property Expert in resolving complex rent and service charge queries for customers
- Work alongside the rest of the business to embed and continuously improve practices resulting in a strong recovery of costs that is fed back into the budget.
- You will be the voice for our homeownership customers across the business in matters that will affect them. Challenging service delivery and contributing to and supporting improvements to ways of working to meeting customer expectations, VFM and performance indicators.
- Representing the wider team, work and contribute to projects to meet business requirements when needed.

- Maximising the “Roam” aspect of our approach to work you will work across Yorkshire building and maintaining relationships and looking at the best way to develop and improve our Homeownership services.
- You will be confident in making decisions as well as managing and resolving disputes proactively.
- Be expected to attend college and complete required assignments for apprenticeship qualification, along with any associated tests.

As you can imagine, the above might not be all you'll be responsible for in role so you might be asked to take on some other key responsibilities if they're suitable for your role.

What you'll bring to the role

The main things:

- Grade C / 4 (or above) in GCSE Maths and English
- Eagerness to develop own skills and adapt to change.
- Organised with good attention to detail
- Good and adaptable communication skills, demonstrating empathy and understanding
- Be able to deliver complex and often complicated messages in a customer friendly way without diluting their important meaning.
- Competent with the use of all Microsoft products specifically, Microsoft Excel.
- Highly numerate, strong analytical skills and ability to provide meaningful business insight.
- Keenness to look for ways to solve problems
- Ability to keep accurate records, work on own initiative and prioritise own workload.
- Ability to make the most of technology and data to continuously improve our customer's experience.
- Organised and self-motivated. Adaptable to a changing and varied workload and able to plan and deliver to agreed timescales, goals and priorities.
- Personal values and approach that align with YH's values
- Ability to work flexibly in line with Hub, Home and Roam principles.
- Enable a shift from a reactive to a pre-emptive customer experience
- An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues.

It would be a bonus if you have:

- Interest in finance and accounts.
- Interest in affordable housing and homeownership products.
- Experience of working with large, complex data sets.

Our values:

Our values describe what matters most to us, and what our colleagues should expect from each other. We're all expected to show how we support and live up to these values in our work.

Create trust • Do the right thing, not the easy thing • Be honest and open • Do what you say.

Be curious • Think differently • Ask questions • Keep learning.

Make it happen • Own it • Do it • Be empowered.

Achieve impact • Do things that matter • Deliver results • Show pride and passion.

Have fun • Enjoy work • Be yourself • Stay connected.

We want colleagues to feel free to be themselves - so we're all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you'd expect, we're responsible for our own health and safety, following our policies and doing k training needed for our roles.

Date Role Profile last reviewed:	February 2025
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